



# STIC Search Report

## EIC 3600

STIC Database Tracking Number: 180959

TO: Andrew Rudy  
Location: 5B09  
Art Unit : 3627  
Wednesday, March 08, 2006  
Case Serial Number: 09/595528

From: Janice Burns  
Location: EIC 3600  
Knox 4B71  
Phone: 2-3518  
Janice.Burns@uspto.gov

### Search Notes

Dear Examiner

There are a number of companies that offer corporate accounts. Some of them will bill monthly or bi-monthly or offer consolidated billing. There is also a delivery service software program that does corporate billing the date on this is not good.

NYCtoGo.com now Delivery.com – corporate accounts, consolidated billing

Restaurantexpress.com – corporate accounts

Restaurants DoorTwoDoor – corporate accounts, monthly billing

FreewayFood.com – corporate accounts

Carryout Menu.com – corporate accounts

Takeout Taxi – corporate accounts, monthly billing

Quikdine.com – software with a Invoices Payable/Receivable tool allows an administrator, on a month-by-month basis, to automatically keep track of all money owed to restaurants and all restaurants and **corporate accounts that need to be billed.**

If you have an questions or need a refocused please feel to contact me.

Janice Burns, MLS

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US Patent & Trademark Office

Scientific & Technical Information Center

Electronic Information Center 3600

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① *Search*  
7/5/20

**STIC EIC 3600**

**Search Request Form**

*[Signature]*

Today's Date:

3/1/06

Class/Subclass

What date would you like to use to limit the search?

Priority Date: 6/16/2000

Other:

180959

Name

*Andrew J. Rudy*

AU

3627

Examiner #

79151

Room #

5-B09

Phone

2-6789

Serial #

09/595,528

Format for Search Results (Circle One):

☒ PAPER

☐ DISK

☐ EMAIL

Where have you searched so far?

USP DWPI EPO JPO ACM IBM TDB

IEEE INSPEC SPI

Other

Is this a "Fast & Focused" Search Request? (Circle One) YES ☒ NO

A "Fast & Focused" Search is completed in 2-3 hours (maximum). The search must be on a very specific topic and meet certain criteria. The criteria are posted in EIC3600 and on the EIC3600 NPL Web Page at <http://ptoweb/patents/stic/stic-ic3600.htm>.

What is the topic, novelty, motivation, utility, or other specific details defining the desired focus of this search? Please include the concepts, synonyms, keywords, acronyms, definitions, strategies, and anything else that helps to describe the topic. Please attach a copy of the abstract, background, brief summary, pertinent claims and any citations of relevant art you have found.

*See attached drawing sheet & claims, e.g. claim:*

*Rush*

*Thanks!!!  
2*

STIC Searcher

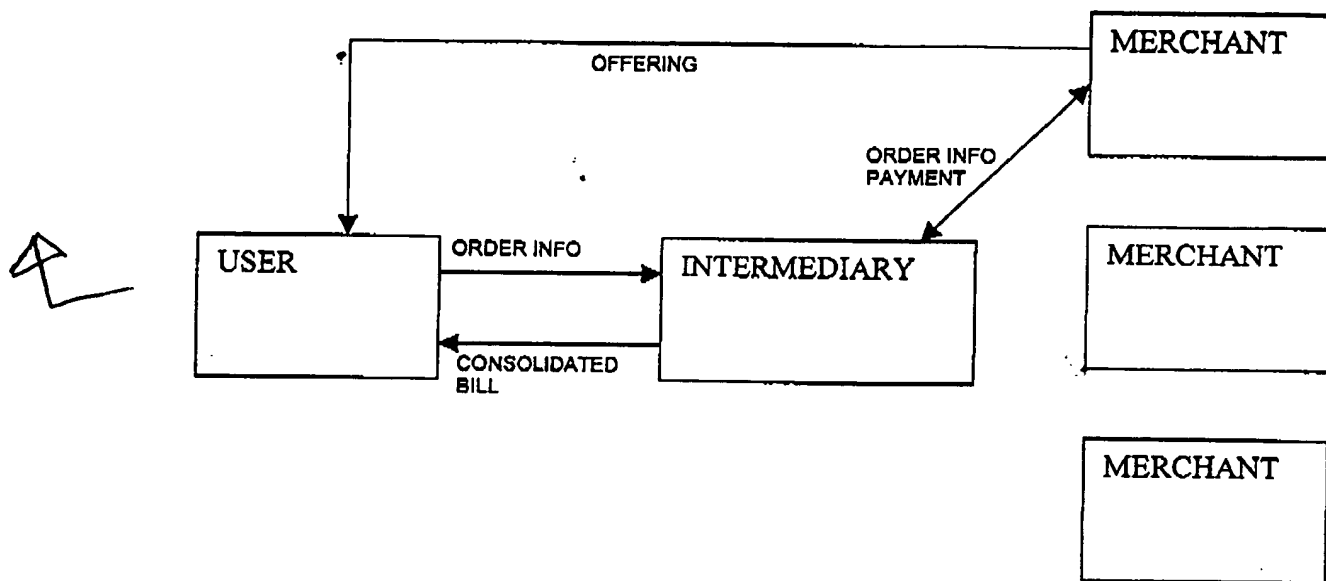
Phone

Date picked up

Date Completed



09/595528

PRESENT INVENTION

NO PATH FROM USER TO MERCHANT

aggregated buying  
shopping cart  
consolidated ordering  
event planners

**(9) CLAIMS APPENDIX**

The claims involved in the appeal, namely claims 1-27, are as follows:

1. A method for providing electronic commerce and accounting services to organizations and service providers for offerings ordered by members of the organizations and delivered by the service providers, comprising the steps of:

providing said members with online access to a searchable database of said service providers with associated offerings via an interactive communication network, said searchable database being maintained by an intermediary;

enabling the members to electronically select a service provider from the database;

enabling the members to electronically select offerings from the selected service provider via the database;

enabling the members to electronically communicate the selected offerings and billing information for payment of the selected offerings to the intermediary;

electronically storing the billing information at the intermediary;

electronically communicating the offerings selected by the members from the intermediary to the selected service provider; and

providing a consolidated invoice from the intermediary to an organization for a plurality of offerings ordered by a plurality of members of that organization during a predetermined time period from a plurality of service providers.

2. A method in accordance with claim 1, comprising the further steps of:

collecting payment by the intermediary from the organization on the consolidated invoice;

paying of the service provider by the intermediary for all offerings ordered therefrom by the members during the predetermined time period.

3. A method in accordance with claim 1, wherein the members are provided with an additional option of paying for the offering via one of a credit card or cash, in which instance the offering is not billed to the organization on the consolidated invoice.

4. A method in accordance with claim 1, wherein:

the organization is a business;

the members are employees of the business; and

the billing information includes at least one of the employees' personal identification numbers, a specific identification number for said business, the business' address, the business' telephone number, and client billing codes.

5. A method in accordance with claim 4, wherein the searchable database is provided in the form of a searchable web site.

6. A method in accordance with claim 5, wherein the service providers are restaurants, further comprising the step of:

providing at least one web page associated with each restaurant in the database, which web page displays at least one of the restaurant menu, the restaurant food type, and the restaurant specialties of the day.

7. A method in accordance with claim 6, further comprising the steps of:

generating a report by the intermediary of all meals ordered by the employees during a specified time period containing at least one of order date, order time, employee name, employee's personal identification number, meal ordered, meal cost, client name, client code, and restaurant name; and

forwarding the report from the intermediary to the business.

8. A method in accordance with claim 7, wherein the report can be sorted by at least one of order date, order time, employee name, employee's personal identification number, meal ordered, meal cost, client name, client code, and restaurant name.

9. A method in accordance with claim 7, wherein the report can be generated upon demand by the organization.

10. A method in accordance with claim 7, wherein the report is forwarded from the intermediary to the organization via one of facsimile, email, a global communication network, or said interactive communication network.

11. A method in accordance with claim 6, further comprising the step of:  
generating a receipt by the intermediary containing at least one of an order confirmation number, employee name, the employee's personal identification number, meal ordered, order date, order time, meal cost, client name, client code, restaurant name.

12. A method in accordance with claim 11, wherein the receipt is forwarded from the intermediary to at least one of the employee, the restaurant, and the organization.

13. A method in accordance with claim 11, wherein the receipt is forwarded from the intermediary via one of facsimile, email, a global communication network, or said interactive communication network.

14. A method in accordance with claim 6, further comprising the steps of:  
forwarding from the intermediary to the employee an estimated time of meal delivery from the restaurant to the organization.

15. A method in accordance with claim 6, wherein the database is searchable by at least one of restaurant name, food type, food preference, and restaurant location.

16. A method in accordance with claim 6, wherein:

the business maintains house accounts with the restaurants; and  
the consolidated invoice provides consolidation of amounts due on the house accounts.

17. A method in accordance with claim 2, further comprising the step of:

retaining a commission by the intermediary from the payment received from the organization, wherein only the balance of the payment from the organization minus the commission is forwarded by the intermediary to the service provider.

18. A method in accordance with claim 1, further comprising the step of:

providing a history of previous orders by the intermediary for each member.

19. A method in accordance with claim 1, further comprising the step of:

providing real-time assistance by the intermediary to resolve problems associated with an order.

20. A method in accordance with claim 1, wherein the step of providing a consolidated invoice from the intermediary to the organization is accomplished via one of facsimile, email, a global communication network, or said interactive communication network.

21. A method for providing electronic commerce and accounting services to organizations and service providers for offerings ordered by members of the organizations and delivered by the service providers, comprising the steps of:

providing said members with online access to a searchable database of said service providers with associated offerings via an interactive communication network, said searchable database being maintained by an intermediary;

enabling the members to electronically select a service provider from the database;

enabling the members to electronically select offerings from the selected service provider via the database;

enabling the members to electronically communicate the selected offerings and billing information for payment of the selected offerings to the intermediary;

electronically storing the billing information at the intermediary;

electronically communicating the offerings selected by the members from the intermediary to the selected service provider; and

providing a plurality of consolidated invoices from the intermediary to the organization, each of the consolidated invoices contains amounts due for a plurality of offerings ordered by a plurality of members from a particular service provider.

22. A method in accordance with claim 1, wherein the consolidated invoice contains amounts due to each service provider which has been ordered from during the predetermined time period.

23. A method in accordance with claim 1, wherein the service providers are providers of one of flowers, gifts, transportation, accommodations, travel arrangement, entertainment, office supplies, office copies, documents, food, or beverages.

24. A method in accordance with claim 1, wherein the members are only allowed access to the searchable database for a pre-selected group of service providers.

25. A method in accordance with claim 24, wherein the pre-selected group of service providers is determined based on geographic location of the organization.

26. A method in accordance with claim 25, wherein the geographic location is determined by proximity to the organization.

27. A method in accordance with claim 1, further comprising the step of providing for delivery of the offerings from the service provider to the members.

Set	Items	Description
S1	983640	FOOD OR MEAL OR LUNCH OR DINNER OR RESTAURANT?
S2	58045	(DELIVERY OR DROPOFF OR DROP()OFF OR TAKEOUT OR TAKE()OUT - OR CARRYOUT OR CARRY()OUT) (2W) (SERVICE? OR PROVIDER?) OR RDS
S3	75944	(AGGREGAT? OR CONSOLIDAT??? OR COMBINED OR MONTHLY OR BI() - MONTHLY OR BIMONTHLY) (2N) (BILL OR BILLS OR BILLING OR INVOIC?) OR (BUSINESS?? OR CORPORATE? ? OR COMMERCIAL OR OFFICE) (2W) ACCOUNT?
S4	61779	(BILLING OR INVOIC? OR PAYMENT? OR SETTLEMENT OR COLLECT??? OR ACCOUNT???) (1W) (FUNCTION? ? OR SERVICE? OR PROVIDER?)
S5	529473	INTERMEDIAR? OR AGGREGAT? OR THIRD()PART? OR THIRDPART?
S6	782	S5(5N)S4
S7	901	S1(5N)S2
S8	10	S7 AND (S3 OR S6)
S9	33	S7 AND (S3 OR S4)
S10	31	RD (unique items)
File	15:ABI/Inform(R)	1971-2006/Mar 07
	(c)	2006 ProQuest Info&Learning
File	610:Business Wire	1999-2006/Mar 08
	(c)	2006 Business Wire.
File	810:Business Wire	1986-1999/Feb 28
	(c)	1999 Business Wire
File	476:Financial Times Fulltext	1982-2006/Mar 09
	(c)	2006 Financial Times Ltd
File	613:PR Newswire	1999-2006/Mar 08
	(c)	2006 PR Newswire Association Inc
File	813:PR Newswire	1987-1999/Apr 30
	(c)	1999 PR Newswire Association Inc
File	634:San Jose Mercury	Jun 1985-2006/Mar 07
	(c)	2006 San Jose Mercury News
File	624:McGraw-Hill Publications	1985-2006/Mar 07
	(c)	2006 McGraw-Hill Co. Inc

**10/3,K/1 (Item 1 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02866156 719615001

**Franchising and the Internet: an exploratory study of franchisor Web sites**

Dixon, Helen; Quinn, Barry  
Internet Research v14n4 PP: 311-322 2004  
ISSN: 1066-2243 JRNL CODE: NTRS  
WORD COUNT: 7154

...TEXT: Directory (17th edition) uses 14 categories for defining business format franchisors: business services, cleaning services, **delivery services**, distribution **services**, estate services, **food** franchising, health and beauty, homecare services, leisure and travel, motorist services, printing services, property care...

...allow customers to order online, although none of these companies have facilities for accepting online **payments**. Distribution **services** franchisors with Web sites exhibit a similar situation, with 43 per cent accepting online orders...

...least 62 per cent of franchisors in each category providing product/service information. All the **delivery services**, distribution **services**, **food** franchising, health and beauty and printing services Web sites examined provide information on the franchise...

**10/3,K/2 (Item 2 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02677333 454194921

**Where wellness shows up on the bottom line**

Taggart, Jacqueline; Farrell, Jamie  
Canadian HR Reporter v16n18 PP: 12, 15 Oct 20, 2003  
ISSN: 0838-228X JRNL CODE: CHRR  
WORD COUNT: 942

...TEXT: If employees routinely work long hours and late nights, consider making arrangements with a nearby **restaurant** for regular pickup or **delivery services**, thereby offering a healthier alternative to on-site vending machines.

If peak business periods stress...

...at (416) 385-2119 or jtaggart@morneausobeco.com. Jamie Farrell is a consultant in the **corporate accounts** practice of the Toronto office of Momeau Sobeco. He can be contacted at (416) 445...

**10/3,K/3 (Item 3 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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02589835 349619581

**Menu marketers deliver dinner, incremental sales**

Spector, Amy  
Nation's Restaurant News v37n20 PP: 154-156 May 19, 2003  
ISSN: 0028-0518 JRNL CODE: NRN

WORD COUNT: 1507

...TEXT: Craig Cohen, founder, chief executive and president of Waiter.com and membership chairman of the **Restaurant Marketing Delivery** Association.

The **services** have developed or franchised sophisticated Web portals through which consumers can place their orders. Affiliated...delivery builds the restaurants' to-go business, Craig finds.

A Bennigan's general manager says **delivery services** help drive his **restaurant** 's sales to **corporate accounts** .

"When you see a Chill's commercial, you don't have a catalog in front...

10/3,K/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01707590 03-58580

**Foreign market entry mode choice of service firms: A contingency perspective**

Ekeledo, Ikechi; Sivakumar, K

Journal of the Academy of Marketing Science v26n4 PP: 274-292 Fall 1998

ISSN: 0092-0703 JRNL CODE: AMK

WORD COUNT: 13161

...TEXT: of a soft service must be in physical proximity during its consumption. For example, the **delivery** of soft **services** by hospitals, hotels, **restaurants** , and health care facilities requires physical proximity between provider and consumer (Erramilli and Rao 1990... examination. That requirement puts foreign-trained accountants at a disadvantage (Dahringer 1991). To engage in **accounting service** , a foreign firm must hire locally trained accountants or join with a local accounting firm...

10/3,K/5 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01278445 99-27841

**For your desktop-dining pleasure**

Bernstein, Charles

Restaurants & Institutions v106n20 PP: 34 Aug 15, 1996

ISSN: 0273-5520 JRNL CODE: RIN

ABSTRACT: A profile of Steak-out Franchising Inc. is presented. Steak-out offers **meal - delivery services** targeting **business** diners. Delivery **accounts** for about 85% of Steak-out's sales and takeout is 15%. Each Steak-out...

10/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01145398 97-94792

**A rush to interactive**

Watkins, Edward  
Lodging Hospitality v51n11 PP: 61-62 Dec 1995  
ISSN: 0148-0766 JRNL CODE: LHO  
WORD COUNT: 742

...TEXT: chain or system (mentioned by 29 percent of respondents), airline scheduling and reservations (27 percent), **restaurant delivery services** (25 percent), reservations for other travel services (24 percent) and shopping services (18 percent).

When...

...most common problem (cited by 22 percent of those surveyed) is disputes with guests over **billing of services**. Other problems mentioned include hardware malfunctions (20 percent), guest complaints on picture quality or transmission...

...Problems with Guestroom Entertainment Systems (Factors Most Often Cited by Operators)

Disputes with guests on **billing of services** --22.3%

Hardware malfunctions (i.e., tape machines, cable)--20.1%

Guest complaints on picture...

...other hotels within the same chain or system--29.4%

Airline scheduling & reservations--27.0%

**Restaurant delivery services** --25.5%

Reservations for other travel services (rental cars, theme parks, etc.)--24.3%

Shopping...

**10/3,K/7 (Item 7 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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01027753 96-77146

**Vertically integrated services for the elderly: Fact or fiction?**

Walsh, Anne M

Health Care Strategic Management v13n5 PP: 6-8 May 1995

ISSN: 0742-1478 JRNL CODE: HCT

WORD COUNT: 2099

...TEXT: entering the elder care market can develop community-based products such as case management services, **meal delivery services** or adult day care programs, while organizations with experience in the aged market may design...revenue sources in the market.

Social service organizations provided more case management, day care and **meal delivery services** than health organizations. These services were more community-based in nature and most often were...

...social service organizations received private payments, 88% of the health care providers received self- **payment for service**.

Conversely, health-related organizations did not appear to pursue foundations actively in the region. While...

**10/3,K/8 (Item 8 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00998329 96-47722

**If customers won't come to you ... go to them**  
Raphel, Murray; Raphel, Neil  
Progressive Grocer v74n3 PP: 21-22 Mar 1995  
ISSN: 0033-0787 JRNL CODE: PGR  
WORD COUNT: 863

...ABSTRACT: baskets to decorate the store. 3. Offer a fancy delivery service. 4. Offer a limited **delivery service**. 5. Have a **food** exposition at the store. 6. Open a catering service. 7. Offer free delivery on higher...  
...TEXT: on the screen in color and rotated. Consumers can pay for food purchases in their **monthly** cable **bill** or put them on a credit card. The program is being run by ShopperVision Express...

**10/3,K/9 (Item 9 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00878210 95-27602

**Computers and multiunit food-service operations**  
Kasavana, Michael L  
Cornell Hotel & Restaurant Administration Quarterly v35n3 PP: 72-80 Jun 1994  
ISSN: 0010-8804 JRNL CODE: CHR  
WORD COUNT: 5165

...ABSTRACT: the control of such critical variables as multiple operations, marketing intelligence, menu planning, financial analysis, **corporate accounting**, labor scheduling, production planning, customer service, account settlement, product pricing, and inventory management. Decisions about...  
...TEXT: the control of such critical variables as multiple operations, marketing intelligence, menu planning, financial analysis, **corporate accounting**, labor scheduling, production planning, customer service, account settlement, product pricing, and inventory management. Through computerization...on-line telephone directory to gain access to the appropriate department.

On a unit level, **restaurants** with **take - out** or **delivery services** can process orders, schedule production, and plan deliveries without attendant assistance. For example, when calling...

**10/3,K/10 (Item 10 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00878205 95-27597

**An expanded restaurant typology**  
Muller, Christopher C; Woods, Robert H

Cornell Hotel & Restaurant Administration Quarterly v35n3 PP: 27-37 Jun 1994  
ISSN: 0010-8804 JRNL CODE: CHR  
WORD COUNT: 5574

...TEXT: volume more today than they have in the past; employee cafeterias now compete with pizza **delivery**, quick- **service restaurants**, and even moderate-upscale **restaurants**, particularly on special occasions. One result of this change has been that managerial skills required...includes a subsidy component, becomes a considerable factor in profit planning for the high-volume **business** -dining **account**. Volume purchasing (see the article in this issue by Norkus and Merberg) can be heavily...

**10/3,K/11 (Item 11 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00827304 94-76696  
**After the quake: Shell-shocked from damages, operators cope with the effects of LA disaster**  
Martin, Richard  
Nation's Restaurant News v28n5 PP: 1, 4 Jan 31, 1994  
ISSN: 0028-0518 JRNL CODE: NRN  
WORD COUNT: 2167

...TEXT: establish "fall-back" alliances with firms outside the immediate region in order to maintain payroll, **food preparation, delivery and accounting services** after the next natural disaster, Sarokin said.

Luck--in the form of crisis preparedness--also...

**10/3,K/12 (Item 12 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00699390 93-48611  
**Lending to franchises**  
Strischek, Dev  
Commercial Lending Review v8n2 PP: 10-21 Spring 1993  
ISSN: 0886-8204 JRNL CODE: CLV  
WORD COUNT: 4470

...TEXT: specific period of time.(5) Business format franchisors include private postal centers and tax and **accounting services**.

#### FRANCHISEES PAY AN UP-FRONT FEE AND ROYALTIES

The franchisee usually pays a onetime fee...enter franchising, even efficient companies must be prepared to increase overhead. Take-out Taxi, a **restaurant - food home delivery service**, budgeted \$100,000 to support franchising activities but spent \$154000. A franchising concept will require...

**10/3,K/13 (Item 13 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
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00580460 91-54807

**Food-To-Go**

Casper, Carol

Restaurant Business v90n16 PP: 121-136 Nov 1, 1991

ISSN: 0097-8043 JRNL CODE: RTB

WORD COUNT: 4427

...TEXT: probably stem more from fast-food and midscale operations, Good predicts.

Peter Hetherington, publisher of **Meal Delivery Digest**, a newsletter for **delivery services**, concurs. "Customers today are ordering most from medium-priced restaurants, whereas a few years ago...for additional ones.

DO IT YOURSELF. Jeff Senior and partners decided to offer their own **delivery service** from their Italian **restaurant** Caffè Lampara in Boston, although they had formerly used a third-party service for their...

...meetings.

Companies going after this market often tailor their service to suit businesses. Door2Door offers **monthly billing** to corporate clients. Steak-Out takes pains to make sure multi-order deliveries go smoothly...

10/3,K/14 (Item 1 from file: 610)

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

01002626 20031209343B9154 (USE FORMAT 7 FOR FULLTEXT)

**NYCToGo.com Acquires HomeDelivery.com; Acquisition Creates Largest Online Retail Delivery Service Catering to New Yorkers**

Business Wire

Tuesday, December 9, 2003 08:33 EST

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 570

TEXT:

...Paul

Geller, CEO of Delivery Concepts, LLC. "Our successful track record in building an online **meal delivery service** proves the viability of Web-based retail ordering and delivery." As with meal delivery, most...

...then-struggling NYCToGo.com in 2000, and proceeded to build the business into the online **meal delivery service** of choice in New York City. Under Geller's direction, NYCToGo.com's daily order...

...receive select elements of the Gold Plan for free. They also benefit by getting one **consolidated bill** each month listing orders from all restaurants, in addition to reports and the ability to...

...800 local and neighborhood restaurants, merchants and national chains. Its customers include both consumer and **corporate accounts** .)

SOURCE: Delivery Concepts LLC

CONTACT: The Halo Project Inc.  
Sedef Onder, 212-464-7332

Customize...

**10/3,K/15 (Item 2 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00350072 20000824237B5513 (USE FORMAT 7 FOR FULLTEXT)  
**Hypercom Introduces Handheld Wireless Card Payment Terminal with Internet Access**  
Business Wire  
Thursday, August 24, 2000 08:20 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 719

...and web  
appliance for merchants and service providers, including car rental  
companies,  
stadiums, medical facilities, **restaurants** and **delivery services** that  
want to  
bring the payment system directly to the consumer.

When used with Hypercom...

...and cash management  
reporting through a standard browser - in addition to traditional and smart  
card **payment functions**. The integrated web browser also supports easy  
application downloading and expanded networking functionality for merchants  
...

...an array of important value-added features. It is the ideal  
solution for retail stores, **restaurants**, hotels, stadiums and **delivery  
services** that want to use proven technology to maintain their competitive  
edge."  
With a near-palm...

**10/3,K/16 (Item 3 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00348286 20000822235B3538 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data Launches Online Real-Time Merchant Site**  
Business Wire  
Tuesday, August 22, 2000 08:33 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 1,214

TEXT:  
Company Changes Name of Wireless Express  
**Payment Service** (WEPS) to Synapse

U.S. Wireless Data, Inc. (USWD) (OTCBB: USWDA) today announced the debut...

...successful."

Synapse Merchant Reports enables USWD's clients to deepen the scope of the wireless **payment service** they offer their customers. For instance, merchant Volume Services America uses Synapse to enable wireless...

...also marks a name change for the service previously known as WEPS(sm), Wireless Express **Payment Service** (sm), to Synapse.

"As we expand, we realized that the acronym WEPS wasn't the...

...opening new markets for card payments by making card transactions practical for taxis and limousines, **delivery services**, quick **service restaurants**, home maintenance and repair services, outdoor fairs and markets, sports stadiums and arenas, performance halls...

**10/3,K/17 (Item 4 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00310460 20000627179B1829 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data's Board of Directors Proposes 1 for 4 Reverse Split to Realign Share Count**  
Business Wire  
Tuesday, June 27, 2000 18:01 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 713

...sm) service as the standard for wireless point-of-sale transaction processing.

About Wireless Express **Payments Service** (sm) (WEPS)

WEPS provides a seamless interface among a merchant's wireless point-of-sale...

...the speed and mobility needed to make card transactions practical. These include taxis and limousines, **delivery services**, quick **service restaurants**, home maintenance and repair services, outdoor fairs and markets, sports stadiums and arenas, performance halls...

**10/3,K/18 (Item 5 from file: 610)**  
DIALOG(R)File 610:Business Wire  
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00298679 20000612164B9885 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data Signs Agreement With Lynk**  
Business Wire  
Monday, June 12, 2000 07:20 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 778

## TEXT:

U. S. Wireless Data (USWD)  
(OTCBB:USWDA), the leader in wireless **payment services**, announced that another major card transaction processor, Lynk Systems, Inc., has contracted to offer USWD's Wireless Express **Payments Service** (SM) (WEPS(SM)) to its merchants.

This agreement will expand the reach of WEPS to...

...the speed and mobility needed to make card transactions practical. These include taxis and limousines, **delivery services**, quick **service restaurants**, home maintenance and repair services, outdoor fairs and markets, sports stadiums and arenas, performance halls...

**10/3,K/19 (Item 6 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00294292 20000605157B5397 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data & First American Payment Systems Enable Wireless Card Processing at MasterCard Colonial Golf Tournament**  
Business Wire  
Monday, June 5, 2000 15:19 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 907

## TEXT:

...technology that made this possible is U.S. Wireless Data's WEPS(sm) (Wireless Express **Payment Service** (sm)) technology. WEPS provides a seamless interface between a merchant's wireless point-of-sale...

...stadium and amusement park concessions, wireless credit card processing is a boon for quick-service **restaurants**, **delivery** and transportation **services**, and home maintenance and repair services, to name a few. Only WEPS can make it...

**10/3,K/20 (Item 7 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00292140 20000601153B3160 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data Concludes Private Equity Financing to Fund Implementation of New Business Plan**  
Business Wire  
Thursday, June 1, 2000 13:40 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 672

USWD's strategy is to establish the Company's Wireless Express **Payment Service**

("WEPS") as the global standard for wireless point-of-sale ("POS") transaction processing. WEPS provides...

...open up vast new markets that have historically not accepted card payments, including quick service **restaurants**, **delivery services** and the transportation industry, to name a few.

Central to the Company's strategy is...

**10/3,K/21 (Item 8 from file: 610)**

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00273246 20000505126B3777 (USE FORMAT 7 FOR FULLTEXT)

**Winfield Capital Corp. Announces Investment in U.S. Wireless Data, Inc.**  
Business Wire

Friday, May 5, 2000 08:23 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 408

...data transport and the Internet - to enable wireless payment processing. The Company's Wireless Express **Payment Service** ("WEPS") provides a gateway between all of the parties within a wireless point-of-sale...

...or faster transaction speed to accept wireless point-of-sale payments. Examples include transportation services, **delivery services**, and fast **food restaurants**, among others. By providing a seamless interface between a merchant's POS terminals, wireless carriers...

**10/3,K/22 (Item 9 from file: 610)**

DIALOG(R)File 610:Business Wire

(c) 2006 Business Wire. All rts. reserv.

00263709 20000425116B3863 (USE FORMAT 7 FOR FULLTEXT)

**Hypercom Announces the First Wireless, Internet-Enabled POS Payment Terminal Supporting Microsoft Windows CE; Palm-Sized ePic ICE 4000CE Delivers Array of Value-Added Services**

Business Wire

Tuesday, April 25, 2000 08:20 EDT

JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 912

TEXT:

...commerce function, and cash management reporting through a standard browser -- in addition to traditional card **payment functions**.

Additionally,  
the integrated web browser supports easy application downloading and  
expanded  
networking functionality for merchants...

...interactive electronic coupons, interactive loyalty, electronic  
receipt capture, branding programs, e-commerce and traditional secure  
**payment**  
processing **functions** . Optional components and add-ons include a a smart  
card  
reader, and memory options of...

...printed receipt," said Wallner. "The ePic  
ICE 4000CE is the ideal solution for retail stores, **restaurants** , hotels,  
stadiums and **delivery services** that know that their future growth  
depends on  
their ability to utilize technology to retain...

**10/3,K/23 (Item 10 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00236751 20000320080B5785 (USE FORMAT 7 FOR FULLTEXT)  
**U.S. Wireless Data, Inc. Announces \$37.8 Equity Financing**  
Business Wire  
Monday, March 20, 2000 08:34 EST  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 567

...data transport and the Internet - to enable  
wireless payment processing. The Company's Wireless Express **Payment**  
**Service**  
("WEPS") provides a gateway between all of the parties within a wireless  
point-of-sale...

...or faster transaction  
speed to accept wireless point-of-sale payments. Examples include  
transportation services, **delivery services** , and fast **food**  
**restaurants** , among  
others. By providing a seamless interface between a merchant's POS  
terminals,  
wireless carriers...

**10/3,K/24 (Item 11 from file: 610)**  
DIALOG(R)File 610:Business Wire  
(c) 2006 Business Wire. All rts. reserv.

00168949 20000110010B0346 (USE FORMAT 7 FOR FULLTEXT)  
**Pink Dot Inc. Names Scott Langdoc Chief Information Officer**  
Business Wire  
Monday, January 10, 2000 12:15 EST  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 423

TEXT:  
Pink Dot Inc., one

of the largest grocery, household staples and prepared **food delivery services** , named Scott Langdoc chief information officer.

Langdoc was formerly executive vice president and chief information...

...Pink Dot is poised to become the pre-eminent national grocery, household staples and prepared **food delivery service** ."

While at Raley's, Langdoc directed all information technology, including point-of-sale, voice and...

...president and chief information officer of USCS International, the parent company of CableData and International **Billing Services** . There, Langdoc was responsible for all internal information systems and development, corporate networking, telecommunications and...

...1987, privately held Pink Dot is one of the largest grocery, household staples and prepared **food delivery services** , currently serving more than 100,000 customers.

Customers place their orders either via the Internet...

10/3,K/25 (Item 1 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0396480 BW662

**GASCARD INC: GASCARD Inc. announces contract to supply the state of Texas' fleet fuel management services requirements**

April 7, 1994

Byline: Business Editors & Energy Writers

...services  
will also allow for more effective use of state-owned fuel outlets by facilitating **billing functions** between state agencies."

Lindsay Holland, GASCARD's chief executive officer, added that, "GASCARD is honored...

...petroleum marketers, more than 500 salespeople market the GASCARD system primarily to local and regional **delivery** , sales and **service** fleets, such as **food** and beverage distributors, overnight package **delivery services** , taxi companies, public utilities and government agencies.

GASCARD was originally organized in May 1981 and...

10/3,K/26 (Item 2 from file: 810)  
DIALOG(R)File 810:Business Wire  
(c) 1999 Business Wire . All rts. reserv.

0312836 BW716

**WORLD CORP US ORDER: WorldCorp's US Order announces launch of Bell Atlantic ScanFone**

January 6, 1993

Byline: Business Editors

...rather than hours."

Customers subscribing to the Bell Atlantic ScanFone system will receive electronic bill **payment service**, home grocery shopping via Safeway Express, take-out **food** delivery through **Takeout Taxi**, ATM **services** for MOST network customers and access to such popular mail order catalogs, as Crate & Barrel...

**10/3,K/27 (Item 1 from file: 613)**  
DIALOG(R)File 613:PR Newswire  
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00563697 20010501PHTU031 (USE FORMAT 7 FOR FULLTEXT)  
**Tmxinteractive Opens Offices Nationwide**  
PR Newswire  
Tuesday, May 1, 2001 10:39 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 1,269

...be managed by Brian Growney, who holds more than 10 years of experience in sales, **business** development, and **account** and client relationship management. Prior to TMX, Growney served as an Account Executive and Sales...

...Brian Doyle.  
Prior to joining TMX, Doyle served as Director of Mid-Atlantic Sales for **Food .com**, the Internet's largest **takeout** and **delivery service**. During his tenure with **Food .com**, Doyle developed more than 3,000 distribution clients including the Washington Post.com. Prior...

**10/3,K/28 (Item 2 from file: 613)**  
DIALOG(R)File 613:PR Newswire  
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00416705 20000918NYM124 (USE FORMAT 7 FOR FULLTEXT)  
**First Data Selects U.S. Wireless Data for Wireless Payment Solutions**  
PR Newswire  
Monday, September 18, 2000 11:46 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 980

TEXT:  
First Data Merchant Services, a subsidiary of First Data Corp. (NYSE: FDC), electronic commerce and **payment services** leader, today selected U.S. Wireless Data Inc. (USWD) (OTC Bulletin Board: USWDA), the leader...

...as new merchants in need

of a wireless solution.

Synapse, formerly known as Wireless Express **Payment Service**, provides a seamless interface among wireless point-of-sale terminals, wireless carriers, and credit card...

...and mobility needed to make card transactions practical for merchants such as taxis and limousines, **delivery services**, quick **service restaurants**, home maintenance and repair services, and outdoor facilities. It will enable First Data, which processed...

...NYSE: FDC) helps move the world's money. As the leader in electronic commerce and **payment services**, First Data serves more than two million merchant locations, 1,400 card issuers and millions ...

**10/3,K/29 (Item 3 from file: 613)**  
DIALOG(R)File 613:PR Newswire  
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00408080 20000906HSW017 (USE FORMAT 7 FOR FULLTEXT)  
**Motient Wireless Network Helps Reduce Merchant Risk, While Providing Instantaneous Electronic Transaction Verification**  
PR Newswire  
Wednesday, September 6, 2000 07:29 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 554

TEXT:  
...an agreement today that will help to reduce transaction risk for mobile merchants, such as **food delivery services**, home repair technicians or taxi and limousine services. Atomic will provide secure credit/debit card...

...improving service for customers and merchants on the move," said Michael Fabbri, vice president of **corporate account** sales for Motient. "We anticipate this new service will add tremendous value to the credit...

**10/3,K/30 (Item 4 from file: 613)**  
DIALOG(R)File 613:PR Newswire  
(c) 2006 PR Newswire Association Inc. All rts. reserv.

00398944 20000821ATM011 (USE FORMAT 7 FOR FULLTEXT)  
**Ndc Ecommerce And U.S. Wireless Data Sign Transaction Process Agreement**  
PR Newswire  
Monday, August 21, 2000 08:50 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 494

## TEXT:

...wireless, high-speed credit card  
authorization services utilizing U.S. Wireless Data's Wireless Express

**Payment**

**Service** (SM) (WEPS(SM)), to new and existing merchants of NDC eCommerce  
through  
its network of...

...the speed and mobility needed to make card  
transactions practical. These include taxis and limousines, **delivery**  
**services** ,  
quick **service** **restaurants** , home maintenance and repair services,  
outdoor fairs  
and markets, sports stadiums and arenas, performance halls...

10/3,K/31 (Item 5 from file: 613)

DIALOG(R)File 613:PR Newswire

(c) 2006 PR Newswire Association Inc. All rts. reserv.

00368350 20000710HSRSTR01 (USE FORMAT 7 FOR FULLTEXT)

**U.S. Wireless Data Selects Edelman Public Relations Worldwide As Agency of Record**

PR Newswire

Monday, July 10, 2000 05:31 EDT

JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

DOCUMENT TYPE: NEWSWIRE

WORD COUNT: 777

## TEXT:

U.S. Wireless Data, (USWD)

(OTC Bulletin Board: USWDA), the leader in wireless **payment services** ,  
has

selected Edelman Public Relations Worldwide as its public relations agency  
of  
record. Edelman's...

...public relations programs to increase awareness of U.S. Wireless Data  
and its

Wireless Express **Payment Service** (SM) (WEPS(SM)) product, the only truly  
neutral service enabling the secure delivery of wireless...

...open up vast new markets that have historically not accepted card  
payments,

including quick service **restaurants** , **delivery services** and the  
transportation  
industry, to name a few.

Edelman's New York-based account team...

...that the company's first-mover status, satisfied customer  
base and expertise in the wireless **payment services** arena, provide  
enormous  
public relations opportunities, as well as the potential for explosive  
company  
growth...

Set	Items	Description
S1	3464477	FOOD OR MEAL OR LUNCH OR DINNER OR RESTAURANT?
S2	137093	(DELIVERY OR DROPOFF OR DROP()OFF OR TAKEOUT OR TAKE()OUT -
		OR CARRYOUT OR CARRY()OUT) (2W) (SERVICE? OR PROVIDER?) OR RDS
S3	189394	(AGGREGAT? OR CONSOLIDAT??? OR COMBINED OR MONTHLY OR BI() -
		MONTHLY OR BIMONTHLY) (2N) (BILL OR BILLS OR BILLING OR INVOIC?)
		OR (BUSINESS?? OR CORPORATE? ? OR COMMERCIAL OR OFFICE) (2W) A-
		CCOUNT?
S4	238814	(BILLING OR INVOIC? OR PAYMENT? OR SETTLEMENT OR COLLECT??? OR
		ACCOUNT???) (1W) (FUNCTION? ? OR SERVICE? OR PROVIDER?)
S5	1032220	INTERMEDIAR? OR AGGREGAT? OR THIRD()PART? OR THIRDPART?
S6	3136	S1(5N)S2
S7	2621	S4(5N)S5
S8	46	S6 AND (S3 OR S7)
S9	34	RD (unique items)
S10	28	S9 NOT PY>2000
File	9:Business & Industry(R)	Jul/1994-2006/Mar 07
	(c) 2006	The Gale Group
File	275:Gale Group Computer DB(TM)	1983-2006/Mar 07
	(c) 2006	The Gale Group
File	621:Gale Group New Prod. Annou. (R)	1985-2006/Mar 07
	(c) 2006	The Gale Group
File	636:Gale Group Newsletter DB(TM)	1987-2006/Mar 07
	(c) 2006	The Gale Group
File	16:Gale Group PROMT(R)	1990-2006/Mar 08
	(c) 2006	The Gale Group
File	160:Gale Group PROMT(R)	1972-1989
	(c) 1999	The Gale Group
File	148:Gale Group Trade & Industry DB	1976-2006/Mar 07
	(c) 2006	The Gale Group

10/3,K/1 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2006 The Gale Group. All rts. reserv.

01176311 Supplier Number: 23790114 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Special Delivery**

(Only a few retailers are bringing hot meals to consumers' doors, for home delivery is challenging and risky for supermarkets)

Supermarket News, v 47, n 5, p 23+

February 03, 1997

DOCUMENT TYPE: Journal ISSN: 0039-5803 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1441

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...delivers anything," said Donna Howell, deli manager at Dorothy Lane. To keep control of the **business**, only **corporate accounts**, credit card or prepaid orders are eligible for delivery. The delivery fee is calculated by...

...up to accommodate the consumer trend in demanding restaurant-quality meals to eat at home.

**Delivery services** to the **restaurant** trade -- including Takeout Taxi, Herndon, Va.; Home Delivery Network, Dallas; Dining In, a Massachusetts-based...

...tip. The meals are typically priced the same as if they were ordered in the **restaurant**.

The **delivery services** usually take a 25% to 35% fee off the top of the food ticket as...

...money by charging restaurant for every page they get into the menu guide.

Using a **delivery service** means that a **restaurant** doesn't have to pay drivers, purchase vehicles or incur related expenses such as insurance...

...15% as a result of employing a delivery system.

Customers place orders directly with the **delivery service**, which faxes them to the **restaurant**. A driver closest to the selected restaurant location drives, there, puts the order in an...

10/3,K/2 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

01814506 SUPPLIER NUMBER: 17331436 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**incAlliance: leading communications OEMs, software manufacturers & telecommunications service providers join in a grass-roots effort to form isochronous network communications alliance.**

EDGE, on & about AT&T, v10, n360, p5(1)

June 19, 1995

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1039 LINE COUNT: 00112

... be enabled today with no change to the current network infrastructure or impact to exis- **food delivery restaurants** , financial **service** providers, automobile service companies, travel-related services, construction supply companies and retail outlets.

Lazar said...to say Nortel is a discerning customer" said James C. Wilkes, MCI vice president of **corporate** national **accounts** . "After all, they are a pioneer in developing the Synchronous Optical Network (SONET) technology that...

**10/3,K/3 (Item 1 from file: 621)**

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)

(c) 2006 The Gale Group. All rts. reserv.

02632558 Supplier Number: 65006160 (USE FORMAT 7 FOR FULLTEXT)

**Motient Wireless Network Helps Reduce Merchant Risk, While Providing Instantaneous Electronic Transaction Verification.**

PR Newswire, pNA

Sept 6, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 537

... an agreement today that will help to reduce transaction risk for mobile merchants, such as **food delivery services** , home repair technicians or taxi and limousine services. Atomic will provide secure credit/debit card...

...improving service for customers and merchants on the move," said Michael Fabbri, vice president of **corporate account** sales for Motient. "We anticipate this new service will add tremendous value to the credit...

**10/3,K/4 (Item 1 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

04777760 Supplier Number: 65196218 (USE FORMAT 7 FOR FULLTEXT)

**SingTel Mobile first to partner ThatWeb.Com to offer complete WAP communications suite to subscribers; Deal marks new milestone for ThatWeb.Com's mobile office.**

M2 Presswire, pNA

Sept 13, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 1183

... various email accounts - be it an ISP account, a web-based account or even a **corporate LAN account** - all which can be done simply at ThatWeb.Com's website.

This partnership marks another...offers e-ideas, a suite of leading-edge wireless e-services which includes stock trading, **food delivery services** , taxi reservation and a SBS Bus Guide amongst others.

Information from Press Release Network may...

**10/3,K/5 (Item 2 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

02779312 Supplier Number: 45640195 (USE FORMAT 7 FOR FULLTEXT)

**Toll-Free Cellular: A Unique Form of Resale**

Telemedia News & Views, v3, n7, pN/A

July, 1995

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 467

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...their car phones, expecting them to be toll-free, have a shock coming with their **monthly bills**. The good news is that parts of the call are free. However cellular companies still...

...users are most likely to use their cellular phone to call pizza and other fast- **food delivery restaurants**, financial **service** providers, automobile service companies, travel-related services, construction supply companies and retail outlets. So far...

**10/3,K/6 (Item 3 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01993374 Supplier Number: 43577533 (USE FORMAT 7 FOR FULLTEXT)

**BELL ATLANTIC UNVEILS 'SCANPHONE' HOME-SHOPPING SERVICE**

Telephone Week, v10, n2, pN/A

Jan 11, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 798

... Services. The deal includes a broad base of regional partners, ranging from banks, ATM operators, **food - delivery services**, pharmaceutical and flower companies, and Safeway, the nation's third-largest supermarket chain.

"By all...

...question is: How many customers are willing to add \$11.95 to their already expensive **monthly bills**?"

Additional costs to the basic charge are a \$9.95 delivery fee to each order...

**10/3,K/7 (Item 4 from file: 636)**

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2006 The Gale Group. All rts. reserv.

01985749 Supplier Number: 43557286 (USE FORMAT 7 FOR FULLTEXT)

**BELL ATLANTIC UNVEILS HOME-SHOPPING**

Enhanced Services Outlook, v6, n1, pN/A

Jan, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 812

... Services. The deal includes a broad base of regional partners, ranging from banks, ATM operators, **food - delivery services**, pharmaceutical and flower companies, and Safeway, the nation's third-largest supermarket chain.

"By all...

...question is: How many customers are willing to add \$11.95 to their already expensive **monthly bills** ?"

Additional costs to the basic charge are a \$9.95 delivery fee to each order...

**10/3,K/8 (Item 5 from file: 636)**  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2006 The Gale Group. All rts. reserv.

01300222 Supplier Number: 41474508 (USE FORMAT 7 FOR FULLTEXT)

**BANKS AMBIVALENT ON CTR EXEMPTIONS**

Money Laundering Alert, v1, n11, pN/A

August, 1990

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1094

... those types of businesses is not simply a question of verifying the nature of their **business**. Their **accounts** can be exempted only if:

\*It is an existing account

\*Maintained by an established depositor...

...received "special exemption" authority from the IRS, including certain service establishments. Included are: boat tours, **delivery services**, "farming," **food** caterers, insurance companies, limousine services, parking facilities, petroleum distributors, religious organizations, ski resorts, and taxi...

**10/3,K/9 (Item 1 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

02931701 Supplier Number: 43962437 (USE FORMAT 7 FOR FULLTEXT)

**Can concept stand and deliver?: Franchisor seeks to bring restaurants to your door**

Crain's Detroit Business, p9

July 12, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1416

... getting national penetration.'

What the experts say:

Michael Hirsch, partner, entrepreneurial advisory services, the Detroit **office** of the **accounting** firm Coopers & Lybrand:

'What he (Arnold) has to offer to a franchisee is the know...can be duplicated but is unique enough so it can't be copied that easily.

' **Delivery - service food** is very difficult. The logistics are extremely tough. 'The other thing I told him regarding...

**10/3,K/10 (Item 2 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2006 The Gale Group. All rts. reserv.

01448951 Supplier Number: 41738725 (USE FORMAT 7 FOR FULLTEXT)

**Business Dining: ARA aims for small- business accounts**  
Nation's Restaurant News, v0, n0, p68  
Dec 17, 1990  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 360

**Business Dining: ARA aims for small- business accounts**

ABSTRACT:

...rates and operational efficiencies by pioneering such innovative programs as executive box luncheons in its **business** and industry **accounts** and a robotic meal delivery system in a California-based corrections system.  
Growth in conference...

...a blacktie dinner for 2,000.

An offshoot of Classic Fare is the "Executive Box **Lunch** ," a **carry - out service** that can feed up to 70 people and offers a selection of about 20 entrees...

... rates and operational efficiencies by pioneering such innovative programs as executive box luncheons in its **business** and industry **accounts** and a robotic meal delivery system in a California-based corrections system.

Growth in conference...

...a blacktie dinner for 2,000.

An offshoot of Classic Fare is the "Executive Box **Lunch** ," a **carry - out service** that can feed up to 70 people and offers a selection of about 20 entrees...

10/3,K/11 (Item 3 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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01168504 Supplier Number: 41332300 (USE FORMAT 7 FOR FULLTEXT)

**Getting smart the hard way in Chicago**

Nation's Restaurant News, v0, n0, p37  
May 14, 1990  
Language: English Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; Tabloid; Trade  
Word Count: 1339

... new outdoor World Music Theatre and at Lincoln Park Zoo. They also are starting a **delivery service** at eight of their **restaurants** through one central phone number.

A glut of restaurants has been building for several years...

...what he will get," Fritsch says. A large percentage of Morton's customers are on **business** expense **accounts** .

Although the Claim Co. is in a different league from Morton's, both share the...

10/3,K/12 (Item 1 from file: 160)  
DIALOG(R)File 160:Gale Group PROMT(R)  
(c) 1999 The Gale Group. All rts. reserv.

01286099

**Forecast: Convenience foods will post biggest gains in '86.**

NATION'S RESTAURANT NEWS November 25, 1985 p. 1,241

... Total food service sales will increase 6.6 percent to \$186 billion in 1986 with **commercial** food sales **accounting** for \$163 billion, 87 percent of the total. The forecasters predicted that midpriced and high priced restaurants would target the convenience-hungry consumer by expanding their takeout offerings while fast- **food** outlets would increase their home **delivery service** and mobile units. J Hasslocher, NRA VP, said that takeout and delivery have always been...

**10/3,K/13 (Item 1 from file: 148)**

DIALOG(R)File 148:Gale Group Trade &amp; Industry DB

(c)2006 The Gale Group. All rts. reserv.

10188753 SUPPLIER NUMBER: 20507669 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Services markets of opportunity.**

Ludolph, Josephine

Business America, v119, n4, p28(16)

April, 1998

ISSN: 0190-6275

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 12190 LINE COUNT: 01066

... S. firms with a regional focus will likely have the best prospects for developing new **business** in the **accounting** professions.

Advertising Services. In terms of business opportunities in this market, U.S. companies should...a strong demand for such services, only very few elite and highly expensive stores provide **food delivery services** in Russia. Main consumers for **food delivery services** from both stores and **restaurants** include upper- and middle-class. Polls taken from ...middle-class consumers in Moscow have shown that there is a demand for reasonably-priced **food delivery services**, such as pizza delivery. Wealthier consumers are taking advantage of **food delivery services** provided by a limited number of expensive **food** stores.

**Take - out Services in Restaurants** : Demand for **take - out services** is growing despite the high prices compared to similar services in economically developed countries in...

...to reduce the volume of local communications, as consumers have been used to low flat **monthly bills**.

The Russian government's priority for the next five to ten years in the telecom...

**10/3,K/14 (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade &amp; Industry DB

(c)2006 The Gale Group. All rts. reserv.

09350566 SUPPLIER NUMBER: 19086442 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Special delivery: in the interest of ultimate consumer convenience, a few retailers are experimenting with home delivery of prepared meals.(includes related article on restaurants ' meal delivery services )**

Williams, Mina

Supermarket News, v47, n5, p23(2)

Feb 3, 1997

ISSN: 0039-5803

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 1181 LINE COUNT: 00095

...a few retailers are experimenting with home delivery of prepared meals.(includes related article on restaurants ' meal delivery services )

... courier delivers anything," said Donna Howell, deli manager, Dorothy Lane. To keep control of the **business** , only **corporate accounts** , credit card or prepaid orders are eligible for delivery. The delivery fee is calculated by...

10/3,K/15 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

07914812 SUPPLIER NUMBER: 16965623 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Brunch bonanza: Donald Jones delivers a taste of New York to an upscale Atlanta audience. (New York Brunch Basket)(Company Profile)**

Allen, Arletha Vickers

Black Enterprise, v25, n11, p40(2)

June, 1995

DOCUMENT TYPE: Company Profile ISSN: 0006-4165 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 494 LINE COUNT: 00040

ABSTRACT: New York Brunch Basket is an upscale **food** and flowers **delivery service** in Atlanta, GA. Owner Donald Jones reports that the firm topped the \$.25 million level...

... make a business meeting a little more appealing," says the 40-year-old Jones. Such **corporate accounts** as H.J. Russell & Co., G.E. Capital, Olsten Temporaries and the Atlanta Committee for...

DESCRIPTORS: **Take - out food service --**

10/3,K/16 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

07312055 SUPPLIER NUMBER: 15590787 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Computers and multiunit food-service operations.**

Kasavana, Michael L.

Cornell Hotel & Restaurant Administration Quarterly, v35, n3, p72(9)

June, 1994

ISSN: 0010-8804 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 5772 LINE COUNT: 00485

... the control of such critical variables as multiple operations, marketing intelligence, menu planning, financial analysis, **corporate accounting** , labor scheduling, production planning, customer service, account settlement, product pricing, and inventory management. Through computerization...on-line telephone directory to gain access to the appropriate department.

On a unit level, **restaurants** with **take - out** or **delivery services** can process orders, schedule production, and plan deliveries without attendant assistance. For example, when calling...

10/3,K/17 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

07312051 SUPPLIER NUMBER: 15590777 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**An expanded restaurant typology.**

Muller, Christopher C.; Woods, Robert H.

Cornell Hotel & Restaurant Administration Quarterly, v35, n3, p27(11)

June, 1994

ISSN: 0010-8804

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 6025 LINE COUNT: 00500

... volume more today than they have in the past; employee cafeterias now compete with pizza **delivery**, quick- **service** **restaurants**, and even moderate-upscale **restaurants**, particularly on special occasions. One result of this change has been that managerial skills required...includes a subsidy component, becomes a considerable factor in profit planning for the high-volume **business** -dining **account**. Volume purchasing (see the article in this issue by Norkus and Merberg) can be heavily...

**10/3,K/18 (Item 6 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

07226784 SUPPLIER NUMBER: 15274678 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Carlson-Wagonlit directive: go East. (Carlson-Wagonlit Travel) (Business Travel Update)**

Dorsey, Jennifer

Travel Weekly, v53, n24, p41(2)

March 28, 1994

ISSN: 0041-2082

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 952 LINE COUNT: 00073

... based Wagonlit Travel will create Carlson Wagonlit Travel, with headquarters in London, to handle global **corporate accounts**.

The two companies will combine business travel operations where they already overlap and operate as...

...new markets.

Carlson will acquire control of Wagonlit USA's business, and in Europe all **business** travel **accounts** will be managed by Wagonlit Travel, with the Carlson Wagonlit Travel name to be used...

...how it will work, he cited the case of the Pizza Hut chain with its **delivery** and full- **service** **restaurant** segments, saying, "They are all different products targeted at different segments but under the unifying..."

**10/3,K/19 (Item 7 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

06163446 SUPPLIER NUMBER: 12934441 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Gourmet Express changes hands.**

Young, Linda

Mississippi Business Journal, v14, n38, p7(1)

Nov 2, 1992

ISSN: 0195-0002

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 649 LINE COUNT: 00050

TEXT:

**Food delivery service** sold to young entrepreneur  
... and spent his first month getting to know the ready-made market.

Gourmet Express, a **food delivery service** started in March 1991 by Patrick Johnson, picks up meals from 14 Jackson restaurants and...

...equipment, Little said he'll first focus on gradually expanding the corporate market of the **food delivery service**.

Little, using his bachelor's degree in marketing, said he plans to slowly build on...

...What he found was the business's clients are divided into two groups - lunch-time **business accounts** and evening residential runs.

Little said he plans to concentrate on the downtown and Lakeland areas for lunch delivery and the Northeast Jackson areas for residential evening deliveries.

Lunch-hour **business accounts** present a greater volume of business for Gourmet Express in a shorter period of time...

...road.

Revenue comes from a flat \$3.50 delivery charge and a cut from the **restaurants** using the company as a **delivery service**.

The account list Little took over provided concrete figures to reflect the business's sales...

10/3,K/20 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

05829144 SUPPLIER NUMBER: 12132997 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Young Metro businessmen's company has clean takeoff: Laundry Express is second business launched within a year. (Jackson, Mississippi's Walt Clark and Patrick Johnson) (Company Profile)**

Yarbrough, Bob

Mississippi Business Journal, v14, n5, p5(1)

March 9, 1992

DOCUMENT TYPE: Company Profile ISSN: 0195-0002 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 686 LINE COUNT: 00050

... t I think of that?" category.

"When we checked around and found that an average **monthly** cleaning **bill** of \$100 was not unusual we knew we could make it work," Clark said. The...

...service is a natural complement to Clark and Johnson's other business - Gourmet Express, a **food delivery service**.

Johnson conjured up the idea for Gourmet Express while working at Trustmark selling municipal bonds...

10/3,K/21 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

05506481 SUPPLIER NUMBER: 11528573 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Food-to-go; market segment report, heady growth has tapered off to steady increases.**

Casper, Carol

Restaurant Business, v90, n16, p121(8)

Nov 1, 1991

ISSN: 0097-8043

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 4999 LINE COUNT: 00388

... will probably stem more from fastfood and midscale operations, Good predicts.

Peter Hetherington, publisher of **Meal Delivery Digest**, a newsletter for **delivery services**, concurs. "Customers today are ordering most from medium-priced restaurants, whereas a few years ago...for additional ones.

DO IT YOURSELF. Jeff Senior and partners decided to offer their own **delivery service** from their Italian **restaurant** Caffè Lampara in Boston, although they had formerly used a third-party service for their...

...meetings.

Companies going after this market often tailor their service to suit businesses. Door2Door offers **monthly billing** to corporate clients. Steak-Out takes pains to make sure multi-order deliveries go smoothly...

...DESCRIPTORS: **Take - out food service --**

10/3,K/22 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

04918863 SUPPLIER NUMBER: 09275728 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Business dining: ARA aims for small- business accounts . (Focus: ARA Services) (company profile)**

Carlino, Bill

Nation's Restaurant News, v24, n50, p68(2)

Dec 17, 1990

DOCUMENT TYPE: company profile ISSN: 0028-0518 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 392 LINE COUNT: 00031

**Business dining: ARA aims for small- business accounts . (Focus: ARA Services) (company profile)**

... rates and operational efficiencies by pioneering such innovative programs as executive box luncheons in its **business** and industry **accounts** and a robotic meal delivery system in a California-based corrections system.

Growth in conference...

...black-tie dinner for 2,000.

An offshoot of Classic Fare is the "Executive Box **Lunch**," a **carry - out service** that can feed up to 70 people and offers a selection of about 20 entrees...

10/3,K/23 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

04769428 SUPPLIER NUMBER: 09141611 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Drive-thru & delivery. (restaurant industry market segment)**

Casper, Carol

Restaurant Business, v89, n10, p113(5)

July 1, 1990

ISSN: 0097-8043 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 3299 LINE COUNT: 00249

... items, a variety of tostadas and quesadillas, salads, fajitas, and

snacks.

To build take-away **business**, which currently **accounts** for about 40% of sales, the chain recently introduced a Fiesta Pack which allows customers...

...DESCRIPTORS: **Take - out food service --**

**10/3,K/24 (Item 12 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

04623567 SUPPLIER NUMBER: 08482990 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**No-frills foodservice: limited-service properties are searching for cost-effective alternatives to restaurants.**

Metz, Carol Lally

Lodging Hospitality, v46, n5, p107(4)

May, 1990

ISSN: 0148-0766

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 2193 LINE COUNT: 00173

... value include in-room coffeemakers and snack bars, catered group breakfasts, free transportation to nearby **restaurants** and an outside **delivery service** that links guests with **food** from five local restaurants.

Hampton Inns' 219 properties offer a complimentary breakfast consisting of a...complimentary breakfast and reception are a \$15 retail value, a selling point they use with **corporate accounts**.

Guest preferences are the guiding principles of most of the new products that are designed...

**10/3,K/25 (Item 13 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

04583640 SUPPLIER NUMBER: 09019165 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Getting smart the hard way in Chicago. (restaurant operators; includes related articles)**

Walkup, Carolyn

Nation's Restaurant News, v24, n20, p37(3)

May 14, 1990

ISSN: 0028-0518

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1473 LINE COUNT: 00116

... new outdoor World Music Theatre and at Lincoln Park Zoo. They also are starting a **delivery service** at eight of their **restaurants** through one central phone number.

A glut of restaurants has been building for several years...

...what he will get," Fritsch says. A large percentage of Morton's customers are on **business expense accounts**.

Although the Claim Co. is in a different league from Morton's, both share the...

**10/3,K/26 (Item 14 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2006 The Gale Group. All rts. reserv.

04127196 SUPPLIER NUMBER: 08061697 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Giants step forward. (institutional food service)**  
Gotschall, Beth  
Restaurants & Institutions, v99, n27, p46(12)  
Oct 16, 1989  
ISSN: 0273-5520 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 7260 LINE COUNT: 00579

... companies, more often than not, are being asked to provide foodservice with minimum subsidy from **business** and industry **accounts**. The health-care and school segments are subject to strict government regulation; complying can be...a wide variety of new items that fit the program," says Fred Higgins, director of **food delivery services** for Houston Independent. The sugar in desserts and all salt in recipes was cut in...

**10/3,K/27 (Item 15 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

04083120 SUPPLIER NUMBER: 07865561 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The byte stuff '89. (food service management software and hardware)**  
**(directory)**  
Restaurants & Institutions, v99, n22, p135(6)  
August 21, 1989  
DOCUMENT TYPE: directory ISSN: 0273-5520 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 4550 LINE COUNT: 00413

... MI 49429 (616) 457-9581; (800) 833-0033 William E. Healey  
Integrated software/systems: Back **Office Accounting** (restaurant management), \$7,000; available for all IBM compatible 8088, 80286 and 80386 based systems...Sarasota, FL 34231 (813) 922-6784; fax (813) 922-8873  
Regina McClintock  
Specialty hardware/software: **RDS** Model 4050 School **Lunch** System (school foodservice management with USDA reporting); **RDS** Model 4040 Fast **Food / Restaurant** System ( **restaurant** management); **RDS** Model 4010 Universal Point of Sale System; **RDS** Model 4041 Pizza **Restaurant** System; **RDS** Model 1140 Fast **Food / Restaurant** System. All except the last require the Sharp ER-4230 cash register; the Model 1140...

**10/3,K/28 (Item 16 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2006 The Gale Group. All rts. reserv.

02324019 SUPPLIER NUMBER: 03690316 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The Taste of Tradition thrives on take-out. (take-out and party catering business)**  
Salkin, Stephanie Weisman  
Restaurant Business, v84, p226(2)  
March 20, 1985  
ISSN: 0097-8043 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 1211 LINE COUNT: 00094

... generating take-out business of \$1,500 per weekend during the peak season. Party catering **business accounts** for another \$600 to \$1,000 a month.

Other menu items include beef stroganoff turnover...

EIC 3600

Dialog Search

...DESCRIPTORS: **Take - out food service --**

JMB

08-Mar-06

Set	Items	Description
S1	467	FOOD OR MEAL OR LUNCH OR DINNER OR RESTAURANT?
S2	169	(DELIVERY OR DROPOFF OR DROP()OFF OR TAKEOUT OR TAKE()OUT - OR CARRYOUT OR CARRY()OUT) (2W) (SERVICE? OR PROVIDER?) OR RDS
S3	150	(AGGREGAT? OR CONSOLIDAT??? OR COMBINED OR MONTHLY OR BI()- MONTHLY OR BIMONTHLY) (2N) (BILL OR BILLS OR BILLING OR INVOIC?) OR (BUSINESS?? OR CORPORATE? ? OR COMMERCIAL OR OFFICE) (2W)A- CCOUNT? .
S4	156	(BILLING OR INVOIC? OR PAYMENT? OR SETTLEMENT OR COLLECT??? OR ACCOUNT???) (1W) (FUNCTION? ? OR SERVICE? OR PROVIDER?)
S5	1	S1(S)S2
S6	2	S2 AND (S3 OR S4)
S7	2	RD (unique items)

File 256:TecInfoSource 82-2006/Feb  
(c) 2006 Info.Sources Inc

**7/3,K/1**

DIALOG(R)File 256:TecInfoSource 82-2006/Feb  
(c) 2006 Info.Sources Inc. All rts. reserv.

00141371            DOCUMENT TYPE:   Review

**PRODUCT NAMES:   802.11b   (845426); Bluetooth   (841455)**

**TITLE:   As wireless, cell phone technologies merge...Expect new data...**

**AUTHOR:**   Strand, Mike

**SOURCE:**   Frontline Solutions,       v3 n7   p14(1) Jul 2002

**ISSN:** 0890-9768

**HOME PAGE:**   http://www.frontline.com

**RECORD TYPE:**   Review

**REVIEW TYPE:**   Product Analysis

**GRADE:**   Product Analysis, No Rating

**REVISION DATE:**   20030330

...FedEx, and other companies with mobile workers have been using such tools, but mainstream data **collection** system **providers** and integrators should concentrate on the lower volume users who need versatile, multi-functional, economically priced systems. Such workers as construction workers, **delivery** staff, mobile **service** workers, and others will benefit from Internet and voice-ready PDAs or cell phones that...

**7/3,K/2**

DIALOG(R)File 256:TecInfoSource 82-2006/Feb  
(c) 2006 Info.Sources Inc. All rts. reserv.

00136937            DOCUMENT TYPE:   Review

**PRODUCT NAMES:   TouchPoint   (100986)**

**TITLE:   Branch Automation Tools Open New Channels**

**AUTHOR:**   McKendrick, Joseph

**SOURCE:**   Bank Technology News,       v15 n1   p1(3) Jan 2002

**ISSN:** 1060-3506

**RECORD TYPE:**   Review

**REVIEW TYPE:**   Product Analysis

**GRADE:**   Product Analysis, No Rating

**REVISION DATE:**   20030530

...data systems based on customer relationship management (CRM). Customers expect 24x7 real-time access to **accounts** and **services** from any channel, and banks have been deploying such tools as corporate portals and desktops ...

...SAIC's Broadway & Seymour TouchPoint software. Branch automation vendors are retooling solutions for multi-channel **delivery** of financial **services** and customer service features, and the newest systems provide transactional and CRM functions and data...

Set	Items	Description
S1	3757622	FOOD OR MEAL OR LUNCH OR DINNER OR RESTAURANT?
S2	41775	(DELIVERY OR DROPOFF OR DROP()OFF OR TAKEOUT OR TAKE()OUT - OR CARRYOUT OR CARRY()OUT) (2W) (SERVICE? OR PROVIDER?) OR RDS
S3	89606	(AGGREGAT? OR CONSOLIDAT??? OR COMBINED OR MONTHLY OR BI()-MONTHLY OR BIMONTHLY) (2N) (BILL OR BILLS OR BILLING OR INVOIC?) OR (BUSINESS?? OR CORPORATE? ? OR COMMERCIAL OR OFFICE) (2W) A-CCOUNT?
S4	38244	(BILLING OR INVOIC? OR PAYMENT? OR SETTLEMENT OR COLLECT??? OR ACCOUNT???) (1W) (FUNCTION? ? OR SERVICE? OR PROVIDER?)
S5	263923	INTERMEDIAR? OR AGGREGAT? OR THIRD()PART? OR THIRDPART?
S6	2001	S1(5N)S2
S7	316	S4(5N)S5
S8	35	S6 AND (S3 OR S7)
S9	35	RD (unique items)
File	47:	Gale Group Magazine DB(TM) 1959-2006/Mar 07 (c) 2006 The Gale group
File	570:	Gale Group MARS(R) 1984-2006/Mar 07 (c) 2006 The Gale Group
File	635:	Business Dateline(R) 1985-2006/Mar 07 (c) 2006 ProQuest Info&Learning
File	476:	Financial Times Fulltext 1982-2006/Mar 09 (c) 2006 Financial Times Ltd
File	477:	Irish Times 1999-2006/Mar 08 (c) 2006 Irish Times
File	710:	Times/Sun.Times(London) Jun 1988-2006/Mar 08 (c) 2006 Times Newspapers
File	711:	Independent(London) Sep 1988-2006/Mar 07 (c) 2006 Newspaper Publ. PLC
File	756:	Daily/Sunday Telegraph 2000-2006/Mar 08 (c) 2006 Telegraph Group
File	757:	Mirror Publications/Independent Newspapers 2000-2006/Mar 08 (c) 2006
File	387:	The Denver Post 1994-2006/Mar 07 (c) 2006 Denver Post
File	471:	New York Times Fulltext 1980-2006/Mar 08 (c) 2006 The New York Times
File	492:	Arizona Repub/Phoenix Gaz 19862002/Jan 06 (c) 2002 Phoenix Newspapers
File	494:	St LouisPost-Dispatch 1988-2006/Mar 05 (c) 2006 St Louis Post-Dispatch
File	631:	Boston Globe 1980-2006/Mar 06 (c) 2006 Boston Globe
File	633:	Phil.Inquirer 1983-2006/Mar 07 (c) 2006 Philadelphia Newspapers Inc
File	638:	Newsday/New York Newsday 1987-2006/Mar 05 (c) 2006 Newsday Inc.
File	640:	San Francisco Chronicle 1988-2006/Mar 08 (c) 2006 Chronicle Publ. Co.
File	641:	Rocky Mountain News Jun 1989-2006/Mar 08 (c) 2006 Scripps Howard News
File	702:	Miami Herald 1983-2006/Mar 05 (c) 2006 The Miami Herald Publishing Co.
File	703:	USA Today 1989-2006/Mar 07 (c) 2006 USA Today
File	704:	(Portland)The Oregonian 1989-2006/Mar 05 (c) 2006 The Oregonian
File	713:	Atlanta J/Const. 1989-2006/Mar 05 (c) 2006 Atlanta Newspapers
File	714:	(Baltimore) The Sun 1990-2006/Mar 07 (c) 2006 Baltimore Sun

EIC 3600

Dialog Search

File 715:Christian Sci.Mon. 1989-2006/Mar 08

(c) 2006 Christian Science Monitor

File 725:(Cleveland)Plain Dealer Aug 1991-2006/Mar 07

(c) 2006 The Plain Dealer

File 735:St. Petersburg Times 1989- 2006/Mar 07

(c) 2006 St. Petersburg Times

JMB

08-Mar-06

**9/3,K/1 (Item 1 from file: 47)**

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2006 The Gale group. All rts. reserv.

05134420 SUPPLIER NUMBER: 20507669 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Services markets of opportunity.**

Ludolph, Josephine

Business America, v119, n4, p28(16)

April, 1998

ISSN: 0190-6275 LANGUAGE: English RECORD TYPE: Fulltext; Abstract

WORD COUNT: 12190 LINE COUNT: 01066

... S. firms with a regional focus will likely have the best prospects for developing new **business** in the **accounting** professions.

Advertising Services. In terms of business opportunities in this market, U.S. companies should...a strong demand for such services, only very few elite and highly expensive stores provide **food delivery services** in Russia. Main consumers for **food delivery services** from both stores and **restaurants** include upper- and middle-class. Polls ... middle-class consumers in Moscow have shown that there is a demand for reasonably-priced **food delivery services**, such as pizza delivery. Wealthier consumers are taking advantage of **food delivery services** provided by a limited number of expensive **food** stores.

**Take - out Services in Restaurants** : Demand for **take - out services** is growing despite the high prices compared to similar services in economically developed countries in...

...to reduce the volume of local communications, as consumers have been used to low flat **monthly bills**.

The Russian government's priority for the next five to ten years in the telecom...

**9/3,K/2 (Item 2 from file: 47)**

DIALOG(R)File 47:Gale Group Magazine DB(TM)

(c) 2006 The Gale group. All rts. reserv.

04600061 SUPPLIER NUMBER: 18666232 (USE FORMAT 7 OR 9 FOR FULL TEXT)

**Great small stocks.(Cover Story)**

Schiffres, Manuel

Kiplinger's Personal Finance Magazine, v50, n10, p36(6)

Oct, 1996

DOCUMENT TYPE: Cover Story ISSN: 1056-697X LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3550 LINE COUNT: 00299

... Steak n Shake, a cross between a fastfood joint and a full-service, sit-down **restaurant**, offers **takeout** and table **service**. The average tab for **dinner**? About \$5.80.

Consolidated's growth story isn't complicated. The company expects to add...Technology and Services group provides accounting, computer services and software for bank trust departments, a **business** that **accounted** for nearly half of SEI's revenues last year. The ITS group also offers administrative...

**9/3,K/3 (Item 3 from file: 47)**

DIALOG(R)File 47:Gale Group Magazine DB(TM)

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04259372      SUPPLIER NUMBER: 16965623      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Brunch bonanza: Donald Jones delivers a taste of New York to an upscale  
Atlanta audience. (New York Brunch Basket) (Company Profile)**  
Allen, Arletha Vickers  
Black Enterprise, v25, n11, p40(2)  
June, 1995  
DOCUMENT TYPE: Company Profile      ISSN: 0006-4165      LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT:    494      LINE COUNT:    00040

ABSTRACT:    New York Brunch Basket is an upscale **food** and flowers  
**delivery**    service in Atlanta, GA. Owner Donald Jones reports that the  
firm topped the \$.25 million level...  
...      make a business meeting a little more appealing," says the  
40-year-old Jones. Such **corporate accounts** as H.J. Russell & Co., G.E.  
Capital, Olsten Temporaries and the Atlanta Committee for...

DESCRIPTORS:    **Take - out    food    service --**

**9/3,K/4      (Item 1 from file: 570)**  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2006 The Gale Group. All rts. reserv.

01157236      Supplier Number: 41738725      (USE FORMAT 7 FOR FULLTEXT)  
**Business Dining: ARA aims for small- business accounts**  
Nation's Restaurant News, v0, n0, p68  
Dec 17, 1990  
ISSN:    0028-0518  
Language: English      Record Type: Fulltext Abstract  
Document Type: Magazine/Journal; Trade  
Word Count:    360

**Business Dining: ARA aims for small- business accounts**

ABSTRACT:  
...rates and operational efficiencies by pioneering such innovative  
programs as executive box luncheons in its **business** and industry  
**accounts** and a robotic meal delivery system in a California-based  
corrections system.  
Growth in conference...

...a blacktie dinner for 2,000.  
An offshoot of Classic Fare is the "Executive Box **Lunch** ," a **carry - out  
service** that can feed up to 70 people and offers a selection of about 20  
entrees...  
...      rates and operational efficiencies by pioneering such innovative  
programs as executive box luncheons in its **business** and industry  
**accounts** and a robotic meal delivery system in a California-based  
corrections system.  
Growth in conference...

...a blacktie dinner for 2,000.  
An offshoot of Classic Fare is the "Executive Box **Lunch** ," a **carry -  
out service** that can feed up to 70 people and offers a selection of  
about 20 entrees...

**9/3,K/5      (Item 2 from file: 570)**  
DIALOG(R)File 570:Gale Group MARS(R)

(c) 2006 The Gale Group. All rts. reserv.

01109278 Supplier Number: 41332300 (USE FORMAT 7 FOR FULLTEXT)

**Getting smart the hard way in Chicago**

Nation's Restaurant News, v0, n0, p37

May 14, 1990

ISSN: 0028-0518

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 1339

... new outdoor World Music Theatre and at Lincoln Park Zoo. They also are starting a **delivery service** at eight of their **restaurants** through one central phone number.

A glut of restaurants has been building for several years...

...what he will get," Fritsch says. A large percentage of Morton's customers are on **business expense accounts**.

Although the Claim Co. is in a different league from Morton's, both share the...

**9/3,K/6 (Item 1 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

2413601 347643151

**BEST IN BUSINESS AWARDS: Caterer Kathy G. & Co. in the 'celebration business'**

Evans, Chuck

Birmingham Business Journal v20n24 pS19

Jun 13, 2003

WORD COUNT: 895

DATELINE: Birmingham Alabama

TEXT:

...has skyrocketed into a multimilliondollar enterprise that includes two restaurants, a banquet hall, corporate box- **lunch delivery**, and full-**service** catering and event-planning services.

...Southern Progress Corp., the University of Alabama, UAB and others.

The company also maintains regular **corporate accounts** and provides daffy box lunches for such local businesses as law firm Sirote & Permutt PC ...

**9/3,K/7 (Item 2 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

2161415 73210680

**Seiner to open 126-seat eatery: Auto dealer getting into restaurant business**

Anonymous

Enterprise v30n44 p1

May 14, 2001

WORD COUNT: 473

DATELINE: Salt Lake City Utah

TEXT:

...that stop in each day. Additionally, McGregor said, outside sales will be used to establish **commercial lunch accounts**, and **delivery service** is being considered.

However, the first priority is the customer. "Our goal is to make...

**9/3,K/8 (Item 3 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

2161414 73210679

**Downtown SLC drawing more and more technology firms**

Whisenant, Ben

Enterprise v30n44 p1

May 14, 2001

WORD COUNT: 473

DATELINE: Salt Lake City Utah

TEXT:

...that stop in each day. Additionally, McGregor said, outside sales will be used to establish **commercial lunch accounts**, and **delivery service** is being considered.

However, the first priority is the customer. "Our goal is to make...

**9/3,K/9 (Item 4 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

2109831 62545018

**PlanetBistro.com looks to feed on craving for takeout**

Goodison, Donna L

Boston Business Journal v20n35 p4

Oct 6, 2000

WORD COUNT: 774

DATELINE: Winchester Massachusetts

TEXT:

...major challenge in its business plan, according to the co-owner of a Waltham-based **restaurant delivery service** that's been operating for 13 years.

"The telephone isn't, that difficult to pick...

...menus, and its own drivers deliver meals to homes inside the Route 128 belt and **corporate accounts** inside of Interstate 495.

Nevertheless, said Abt, who noted he's discussing possible joint opportunities...

**9/3,K/10 (Item 5 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

1104469 00-79969

**Errand service goes the extra mile for its customers**

Anonymous

Kenosha News (Kenosha, WI, US) pE1

PUBL DATE: 990912

WORD COUNT: 938

DATELINE: Pleasant Prairie, WI, US, North Central

TEXT:

...My last position with the company was another newly created one in the sales department: **corporate account** manager.

Although I had many opportunities for which I always will be grateful, I was...

...to provide their employees with a premium benefit package. In addition, we are starting a **restaurant delivery service** and would like to have at least 10 restaurants participate.

Long term, we...

**9/3,K/11 (Item 6 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

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0997352 99-60204

**WORKING - VOICE TEAM HITS SPOT FOR SALES**

Cotton, C Richard

The Commercial Appeal (Memphis, TN, US) pB.4

PUBL DATE: 981019

WORD COUNT: 740

DATELINE: Memphis, TN, US, South Central

TEXT:

...and announcing jobs.

"When I'm out selling and the client decides to do a **commercial**," said WPLX **account** executive C.R. Doan, "they specify Fred. He's the voice of broadcasting, a fixture...

...well."

Pat Lucchesi, owner of Lucchesi's, has advertised his Lucchesi's Ravioli & Pasta Co. **take-out food service** almost exclusively with WPLX for the past six years. He said the Cook-Snyder combination...

**9/3,K/12 (Item 7 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

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0989305 99-52146

**Entree Express delivers**

Kasrel, Deni

Philadelphia Business Journal (Philadelphia, PA, US), V17 N32 p5

PUBL DATE: 980918

WORD COUNT: 693

DATELINE: Philadelphia, PA, US, Middle Atlantic

TEXT:

Entree Express, a **restaurant delivery service**, has been fattening up its tip line through a series of acquisitions.

The company this...

...Mount Laurel, N.J., which orders between 400 and 600 lunches a day. Other steady **corporate accounts** include Comcast Cable; Morgan, Lewis & Bockius; Hewitt Associates in Center City and BNP Coopers/Neff...

...as a room service charge.

In late August, Entree Express and 11 other high-volume **restaurant delivery services** joined forces to form United **Restaurant Delivery Systems Inc.**

With combined revenues of \$45 million, the nationwide entity can help Entree...

...of 12 companies. We'll all use the same printer."

Lillie, 29, started in the **restaurant delivery service** with his twin brother Brian. Both had worked in restaurants, as bus boy and waiter ...

9/3,K/13 (Item 8 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0682868 96-40093

**Dining In delivers on food service**

Hyten, Todd

Boston Business Journal (Boston, MA, US), V16 N4 p3

PUBL DATE: 960308

WORD COUNT: 883

DATELINE: Boston, MA, US, New England

TEXT:

...or pizza joints, but few alternatives.

That gave him an idea. Why not offer a **delivery service** to local **restaurants** that don't deliver? It seemed like a simple win-win deal for everyone: the...

...the name of the game in the 1990s."

In the last year, he's targeted **business accounts**, offering the Dining In service as a luncheon or corporate catering service.

Where will all...

DESCRIPTORS: Postal & **delivery services** ;

9/3,K/14 (Item 9 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0608547 95-64814

Food delivery service **bridges gap between pizza, prime rib**  
Fink, James

Business First-Buffalo (Buffalo, NY, US), V11 N35 sA p27

PUBL DATE: 950612

WORD COUNT: 917

DATELINE: Buffalo, NY, US

Food delivery service **bridges gap between pizza, prime rib**

TEXT:

...year's 5K Corporate Challenge in Delaware Park.

The company is just embarking on a **corporate account** venture, primarily for catering needs.

In all, Peca estimates that he is picking up about...

**9/3,K/15 (Item 10 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0412197 93-64111

**Can concept stand and deliver? Franchisor seeks to bring restaurants to your door**

Wernle, Bradford

Crains Detroit Business (Detroit, MI, US), V9 N28 s1 p9

PUBL DATE: 930712

WORD COUNT: 1,549

DATELINE: Dearborn, MI, US

TEXT:

...getting national penetration."

WHAT THE EXPERTS SAY:

Michael Hirsch, partner, entrepreneurial advisory services, the Detroit **office** of the **accounting** firm Coopers & Lybrand:

"What he (Arnold) has to offer to a franchisee is the know...can be duplicated but is unique enough so it can't be copied that easily.

" **Delivery - service food** is very difficult. The logistics are extremely tough. "The other thing I told him regarding...

**9/3,K/16 (Item 11 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

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0352239 93-02253

**Ahhh...a Loaf of Bread, a Jug of Root Beer -- Call Takeout Taxi**

Butcher, Lola

Kansas City Business Journal (Kansas City, MO, US), V11 N12 s1 p1

PUBL DATE: 921211

WORD COUNT: 1,068

DATELINE: Overland Park, KS, US

TEXT:

...more intrigued he became.

A trend-watcher by training, Devine liked the fact that a **food - delivery service** responds to two lifestyle trends--"cocooning" (also known as spending more evenings at home with...than to send someone out to get lunch for everybody. Some companies have set up **corporate accounts**, which Takeout Taxi **bills monthly** .

"When it's raining or snowing over lunch, we're real busy," Addison said. "And..."

9/3,K/17 (Item 12 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0342762 92-90373

**Gourmet Express Changes Hands**

Young, Linda

Mississippi Business Journal (Jackson, MS, US), V14 N38 s1 p7

PUBL DATE: 921102

WORD COUNT: 598

DATELINE: Jackson, MS, US

TEXT:

...and spent his first month getting to know the ready-made market.

Gourmet Express, a **food delivery service** started in March 1991 by Patrick Johnson, picks up meals from 14 Jackson restaurants and...

...equipment, Little said he'll first focus on gradually expanding the corporate market of the **food delivery service** .

Little, using his bachelor's degree in marketing, said he plans to slowly build on...

...What he found was the business's clients are divided into two groups--lunch-time **business accounts** and evening residential runs.

Little said he plans to concentrate on the downtown and Lakeland areas for lunch delivery and the Northeast Jackson areas for residential evening deliveries.

Lunch-labour **business accounts** present a greater volume of business for Gourmet Express in a shorter period of time...

...road.

Revenue comes from a flat \$3.50 delivery charge and a cut from the **restaurants** using the company as a **delivery service** .

The account list Little took over provided concrete figures to reflect the business's sales...

9/3,K/18 (Item 13 from file: 635)

DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0311034 92-58071

**Company Cashes in on Eating-In Craze**

Ossorio, Sonia

Tampa Bay Business Journal (Tampa, FL, US), V12 N29 s1 p5

PUBL DATE: 920717

WORD COUNT: 648

DATELINE: Tampa, FL, US

TEXT:

...I'm really fascinated with the concept," Lee Zambranco, Woody's manager, says about the **food - delivery service** that's based in northwest Hillsborough County. "Besides the increase in orders, it brings in...

...sales were flat while off-premises sales rose 5.9%.

The eating-out-at-home **business accounted** for 35% of the restaurant industry's \$130 billion in sales in 1991, according to...

**9/3,K/19 (Item 14 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0278855 92-25209

**Young Metro Businessmen's Company Has Clean Takeoff**

Yarbrough, Bob

Mississippi Business Journal (Jackson, MS, US), V14 N5 s1 p5

PUBL DATE: 920309

WORD COUNT: 640

DATELINE: Jackson, MS, US

TEXT:

...t I think of that?" category.

"When we checked around and found that an average **monthly cleaning bill** of \$100 was not unusual we knew we could make it work," Clark said.

The...

...service is a natural complement to Clark and Johnson's other business--Gourmet Express, a **food delivery service**.

Johnson conjured up the idea for Gourmet Express while working at Trustmark selling municipal bonds...

**9/3,K/20 (Item 15 from file: 635)**

DIALOG(R)File 635:Business Dateline(R)

(c) 2006 ProQuest Info&Learning. All rts. reserv.

0261418 92-07706

**No Reservations Required for Local Cuisine at the Door**

Hirsch, Jane

The Business Journal-Jacksonville (Jacksonville, FL, US), V7 N12 s1 p1

PUBL DATE: 911227  
WORD COUNT: 608  
DATELINE: Jacksonville, FL, US

TEXT:

...decided to open Cuisine on Call after they graduated.

"I got the idea for the **business** from an **accountant** friend of mine in Louisville who told me a member of his staff opened this...

...money at it she left the firm and is devoting herself full time to the **food delivery service**," said Benton, who then checked Jacksonville's demographics.

Benton found the city, especially the Mandarin...

**9/3,K/21 (Item 16 from file: 635)**  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0103344 89-27229

**The CEOs of Minnesota**

Anonymous

Corporate Report Minnesota (Minneapolis, MN, US) s1 p35

PUBL DATE: 890621  
WORD COUNT: 18,138  
DATELINE: MN, US

TEXT:

...27, 1930, Evanston, Illinois. Children: Peter, John, Clifford, Jack. Education: Brown University; University of Minnesota, **Business**. Career History: **Account** Supervisor, Campbell-Mithun Advertising, 1957-71; President, Northwestern Travel Service, 1971-present. Leisure interests include...way through Bethany Lutheran College with summer employment at the Marshall Ice Cream factory. Created **food delivery service** to help his family's milk-bottling business. Bought Tony's Pizza in 1970. Commutes ...

**9/3,K/22 (Item 17 from file: 635)**  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0063299 88-21460

**Ali Baba Bakery Takes Bite Out of Bread Market**

Pollock, Janelle

Wichita Business Journal (Wichita, KS, US), V3 N21 s1 p1

PUBL DATE: 880801  
WORD COUNT: 891  
DATELINE: Wichita, KS, US

TEXT:

...business because of the economy.

Although Abraham's largest accounts include Scotch and Sirloin, Barn' **Rds** Roast Beef **Restaurant**, Abe's and the Wichita Marriott, Abraham said

the small accounts are what made his **business** .

"Any **account** is a major account . . . because that's what we built our business on is the...

**9/3,K/23 (Item 18 from file: 635)**  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2006 ProQuest Info&Learning. All rts. reserv.

0031506 87-10198

**Restaurant Runners Delivers Pizza Relief**

Bulkley, Kate

The Denver Business Journal (Denver, CO, US), V38 N35 s1 p1

PUBL DATE: 870525

WORD COUNT: 1,261

DATELINE: Denver, CO, US

TEXT:

...but canned green pea soup?

Well, your appetite and your palate may be saved by **Restaurant Runners Inc.**, a new **delivery service** that will bring to your door foods varying from Japanese and Italian, to Mexican and...

...ramifications," said Perry Cadman, 27, a high school friend of Sprague who helps with the **business ' accounting** .

The delivery staff is then sent out -- armed with hot food bags -- to pick up...

**9/3,K/24 (Item 1 from file: 477)**  
DIALOG(R)File 477:Irish Times  
(c) 2006 Irish Times. All rts. reserv.

00344949 02030400114 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**CRH leads charge of domestic results**

Irish Times, CITY ED, P 17

Monday, March 4, 2002

DOCUMENT TYPE: NEWSPAPER LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

SECTION HEADING: BUSINESS AND FINANCE; THIS WEEK

Word Count: 674

(USE FORMAT 7 OR 9 FOR FULLTEXT)

...ECB governing council meets on interest rates; Bank of England monetary policy committee rates' announcement; **RDS** industry and commerce committee **lunch** addressed by Mr Des Harold, Siemens head of **corporate account** management..

Indicators: US productivity (Q4) and consumer credit (Jan); Japanese GDP (Q4), bank lending (Feb...

**9/3,K/25 (Item 1 from file: 471)**  
DIALOG(R)File 471:New York Times Fulltext  
(c) 2006 The New York Times. All rts. reserv.

03995101 NYT Sequence Number: 784486000414 (USE FORMAT 7 FOR FULLTEXT)  
**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts  
STUART ELLIOT  
New York Times, Late Edition - Final ED, COL 02, P 5  
Friday April 14 2000  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECTC  
Word Count: 230

(USE FORMAT 7 FOR FULLTEXT)  
**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts

## TEXT:

...at \$12 million to \$15 million.  
\* Pink Dot Inc., Camarillo, Calif., an online grocery and **food delivery service**, to BBDO West, Los Angeles and San Francisco, part of the BBDO Worldwide unit of...

**9/3,K/26 (Item 2 from file: 471)**  
DIALOG(R)File 471:New York Times Fulltext  
(c) 2006 The New York Times. All rts. reserv.

03883363 NYT Sequence Number: 006319990331 (USE FORMAT 7 FOR FULLTEXT)  
**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts  
Jane L. Levere  
New York Times, Late Edition - Final ED, COL 05, P 8  
Wednesday March 31 1999  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECTC  
Word Count: 287

**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts  
... Francisco, as the first agency to handle the creative account for the Internet-based national **food delivery service**. Billings were estimated at \$3 million to \$5 million. Media services are handled by Western...

**9/3,K/27 (Item 3 from file: 471)**  
DIALOG(R)File 471:New York Times Fulltext  
(c) 2006 The New York Times. All rts. reserv.

02301208 NYT Sequence Number: 869929911217 (USE FORMAT 7 FOR FULLTEXT)  
**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts  
GERALDINE FABRIKANT  
New York Times, Late Edition - Final ED, COL 3, P 17  
Tuesday December 17 1991  
DOCUMENT TYPE: Newspaper LANGUAGE: English RECORD TYPE: Fulltext  
SECTION HEADING: SECTD  
Word Count: 91

**THE MEDIA BUSINESS : ADVERTISING -- ADDENDA;** Accounts  
\* General Foods to Campbell-Mithun-Esty, Minneapolis, to advertise its Bringer's **food delivery service**, being tested in Minneapolis. Billings were not disclosed.

**9/3,K/28 (Item 1 from file: 494)**  
DIALOG(R)File 494:St LouisPost-Dispatch

(c) 2006 St Louis Post-Dispatch. All rts. reserv.

11742133

**ST. LOUIS IS LOOKING FOR NATIVE SPEAKERS OF SPANISH, BOSNIAN TO WORK IN BANKS**

St. Louis Post Dispatch (SL) - Friday, August 30, 2002

By: Jerry Berger

Edition: FIVE STAR LIFT Section: NEWS Page: A2

Word Count: 682

...sticker shock of a \$14,600 annual tuition bill. Webster has instituted a thoughtful new **monthly billing** plan for parents of its full-time students.

NEW LINES: The life of an incumbent...

... Group is now repping a new franchise here, Obee's, the Port Charlotte, Fla.,-based **restaurants** that offer **delivery service**. Gundaker is targeting 45 locations for the metro area. ... The St. Louis Gateway Classic Sports...

**9/3,K/29 (Item 1 from file: 631)**

DIALOG(R)File 631:Boston Globe

(c) 2006 Boston Globe. All rts. reserv.

09847088

**SOME CABLE TV SUBSCRIBERS TO PICK UP THE TAB FOR FEE WITHIN FEE**

Boston Globe (BG) - SUNDAY, December 13, 1998

By: Bruce Mohl and Patricia Wen, Globe Staff

Edition: Third Section: Metro Page: B2

Word Count: 1,492

... in January, Boston cable customers will pay \$2.15 in government fees on an average **monthly bill**. The city will pocket \$2.04, the state will get 7 cents, and 4 cents...

...had recently hiked its entree prices for delivered food. In last month's column about **restaurant delivery services**, Kashmir stood out as one of the few restaurants that charged customers less for entrees...

**9/3,K/30 (Item 1 from file: 638)**

DIALOG(R)File 638:Newsday/New York Newsday

(c) 2006 Newsday Inc. All rts. reserv.

12826131

**MEAL DELIVERY new, hungry kid's in town**

Newsday (ND) - Sunday November 21, 2004

By: TANIA PADGETT. STAFF WRITER

Edition: NASSAU AND SUFFOLK Section: BUSINESS & TECHNOLOGY Page: A27

Word Count: 709

... Marion Nestle, a professor of nutrition and food studies at New York University, said small **meal - delivery services** often fold because they are overwhelmed with high operating costs and New Yorkers' capricious tastes. "Tons of people start these small **meal - delivery services**," she said. "Many of them fail."

Janeczko, who founded NuKitchen with friend Mark Newhouse, deputy...

... nationally, said Ronnie Cummins, national director of the Organic Consumers Association.

"There are many organic **meal - delivery services** on the West Coast," Cummins said. "There are even organic food vending machines."

So far, the model seems to be working. NuKitchen has won over more than 100 clients, including **corporate accounts** with Pfizer and Credit Suisse. The company's success hit a high note this summer...

...free beef.

Michaelson said the biggest competitors are the restaurant takeout counters rather than other **meal delivery services**.

Janeczko, however, thinks he will give Fresh Direct plenty of competition. He plans to pursue more **corporate accounts** and says the company finally turned a profit in the fourth quarter (which ended in...

**9/3,K/31 (Item 2 from file: 638)**  
DIALOG(R)File 638:Newsday/New York Newsday  
(c) 2006 Newsday Inc. All rts. reserv.

11836131

**Sticking Up for Little Guy / Summit aids entrepreneurs**  
Newsday (ND) - Monday December 2, 2002  
By: S. Mitra Kalita. STAFF WRITER  
Edition: QUEENS Section: BUSINESS & TECHNOLOGY Page: A58  
Word Count: 502

... building costs," said Fedele, now the chief executive of FreshDirect, launched in July as a **food - delivery service** in Long Island City. "The city has to coordinate in a much better manner. ... If...

...was released, citing small businesses as "a critical economic engine for New York City." Such **businesses account** for about half of all private-sector jobs and \$4.5 billion in annual tax...

**9/3,K/32 (Item 1 from file: 641)**  
DIALOG(R)File 641:Rocky Mountain News  
(c) 2006 Scripps Howard News. All rts. reserv.

12500000

**NFL THIS WEEK TEAMS, THE LOWDOWN, NUMBERS GAME, TIPPING THE SCALES**  
Rocky Mountain News (RM) - FRIDAY, November 12, 2004  
By: Richard Lord, Rocky Mountain News  
Edition: Final Section: Football Weekend Page: 9F  
Word Count: 1,370

TEXT:

Chicago ( 3 -5) at **Tennessee** (3-5) 11 a.m. Sunday \* Bears QB Craig Krenzel has completed less than 50...

...of his passes and has been sacked 12 times in 65 pass attempts yet is 2 - 0 as a starter thanks to an improved defense. That unit probably will catch a break...

... McNair (bruised sternum) looks like he won't play. 21 sacks for the

Bears defense, **three** more than **it** managed all last season. \* The Titans will try to force Krenzel to **prove** he can beat them, crowding the line of scrimmage. That strategy produces a win. Houston...

...passer rating for opposing QBs against the Ravens "D," the lowest rating against any NFL **defense**. \* **Unless** Carter shocks the world (unlikely), Baltimore will crowd the line of scrimmage, stuff the run...

...the NFC West, a loss and it is tied, so this game is huge. While **the Seahawks** have reasserted **themselves behind** the tough running of Shaun Alexander, the Rams have lost two in a row, allowing...

...Brian Griese has saved the Buccaneers' season. He's 3-1 as a starter and **has** six touchdown passes with one interception. Michael Vick should come in refreshed (after a bye...

... offense will be without last-minute magician Byron Leftwich with David Garrard starting. 5 receiving **touchdowns for** Detroit's Roy Williams, tops **for** a rookie this season. He has one touchdown for every 5.4 catches. \* The Jaguars...

... second in the league behind the Bengals. \* Dennis Green is making progress in the desert, **and the lost of Strahan** and Washington is a huge blow to the Giants. Minnesota (5-3) at Green Bay (4-4) 2:15...

9/3,K/33 (Item 1 from file: 713)

DIALOG(R)File 713:Atlanta J/Const.

(c) 2006 Atlanta Newspapers. All rts. reserv.

09314094

**IN THE MARKET A NEW TAKE ON DINING AT HOME OR OFFICE IT'S NOT JUST FOR PIZZA ANYMORE: BUCKHEAD GOURMET DELIVERY IS CASHING IN ON THE TAKE-OUT TREND BY WORKING WITH ABOUT 75 RESTAURANTS.**

Atlanta Journal-CONSTITUTION (AJ-CONSTITUTION) - Monday, November 10, 1997

By: Sandy Amann John FOR THE JOURNAL-CONSTITUTION

Section: BUSINESS HORIZON Page: E/(CONSTITUTION): 02

Word Count: 864

TEXT:

...Not any more. In many areas of Atlanta, there's a third option: Call a **delivery service** to pick up the **food** for you. Sure, pizza places and some Chinese restaurants have delivered for years, but with...

... delivers in several neighborhoods ranging from Virginia-Highland and Midtown to Roswell/Alpharetta. About 75 **restaurants** contract with Buckhead Gourmet for **delivery services**, including McKinnon's, South of France, La Grotta, Tom Tom, Mick's, Houlihan's and...

... a few miles of a restaurant. Tessler won't reveal details of his deals with **restaurants**. Typically, however, third-party **delivery services** get about a 30 percent commission on any meal they deliver. Customers pay the menu...

CAPTION:

...Map

During lunch hour, Buckhead Gourmet Delivery serves many **corporate accounts**, delivering as many as 30 lunches to one office. Big users are accountants, brokers and...

**9/3,K/34 (Item 2 from file: 713)**  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2006 Atlanta Newspapers. All rts. reserv.

06700041

**BUSINESS REPORT: ON RETAILING LONGHORN BOSS ISN'T SOLD ON TAKEOUT OPTION**  
Atlanta Constitution (AC) - Saturday July 18, 1992  
By: SONIA MURRAY  
Section: BUSINESS Page: C/2  
Word Count: 308

MEMO:

... hearty Longhorn Steaks in a plastic foam box. But the increasing pressure on casual dining **restaurants** to offer **takeout service** is forcing the president of the Atlanta-based chain to rethink his opinion.

TEXT:

... hearty Longhorn Steaks in a plastic foam box. But the increasing pressure on casual dining **restaurants** to offer **takeout service** is forcing the president of the Atlanta-based chain to rethink his opinion.

Longhorn Steaks...

... premise sales didn't budge, while off-premise dining rose 5.9 percent. Off-premise **business** **accounted** for 35 percent of the restaurant industry's \$130 billion in sales last year, according...

**9/3,K/35 (Item 1 from file: 725)**  
DIALOG(R)File 725:(Cleveland)Plain Dealer  
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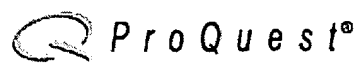
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**Two food delivery services are subjected to the test**  
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(USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Two food delivery services are subjected to the test**

TEXT:

To test the two biggest **food delivery services**, we placed an order with each.

...order is \$15. Customers can pay by cash, credit card, business check or through a **corporate account**. Both services will include food from different restaurants in a single order, but the delivery...

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## Food-To-Go

Casper, Carol. **Restaurant Business**. New York: Nov 1, 1991. Vol. 90, Iss. 16; pg. 121, 8 pgs

Subjects: Trends, Statistical data, Restaurants, Niche marketing, Many companies, Deliveries, Customer services

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### Abstract (Document Summary)

Food-to-go encompasses carry-out, delivery, and drive-through, with delivery offering the largest growth area. Encouraged by the success of Domino's Pizza and a belief that Americans desire delivered products other than pizza, existing fast-food chains and new delivery and carry-out ventures are offering choices like chicken, Chinese food, fajitas, and steaks. Another major development is the growth of third-party services that handle delivery for a number of restaurants. Despite the variety of operations available, quick-service restaurants still account for the majority of off-premise sales. As more full-service restaurants add take-out as an option, operators are finding that they need more promotion than just stated availability on a menu.

### Full Text (4427 words)

*Copyright Bill Communications Nov 1, 1991*

If democracy means freedom of choice, then the restaurant industry's off-premise segment is fast becoming more democratic. Consumers today can choose from a dizzying array of food-to-go options.

The growth rate of off-premise traffic has tapered off since the huge increases of the mid-'80s. However, the variety of menus and services continues to increase. At the same time, restaurants are facing competition in the take-out arena from retail stores, supermarkets, and convenience stores.

Consumers depend upon foodservice, both on-and off-premise, to supply more and more of their diets, and so they are more and more concerned about the health and nutrition aspects of that food. Increased frequency of food-to-go prompts more price-value considerations, as well.

Food-to-go encompasses carry-out, delivery, and drive-thru. Delivery is the biggest growth area. Not only are more chains and restaurants offering this service, but so-called third-party services will deliver food to customers from a pooled variety of restaurants. Another food-to-go growth segment is corporate catering as employees opt to work through lunch and companies entertain in-house.

Fast-food chains have always depended upon take-out for a major portion of business; drive-thru windows have accelerated that aspect. Full-service restaurants are also jumping on the takeout bandwagon, but they are finding that successful service needs more promotion than simply noting its availability on the menu.

TRAFFIC RATES. In general, increases in to-go traffic have slowed since 1987. The business is still climbing, just not as

fast as before. Off-premise sales continue to drive industry growth, according to the 1991 Off-Premises Update published by the National Restaurant Association (NRA). Off-premise traffic increased 3% or more in each of the past two years, while on-premise traffic was virtually flat.

Food-to-go accounted for 46% of all restaurant transactions in 1990, compared to 44% in 1987, according to figures from CREST, a service of NPD Group Inc., Park Ridge, IL.

Restaurants that do not offer takeout or delivery are working more actively to protect business inside their four walls, observes consultant Dick Good of R.T. Good & Associates, Dayton, OH. However, a stronger factor retarding growth of restaurant take-out is probably increased competition from other sources.

"Supermarkets have gotten more aggressive in competing with restaurants. They already have the traffic coming into the store, so they are expanding deli departments to tap a ready-made market," Good points out.

Supermarket foodservice grew from a \$7 billion business in 1987 to over \$12 billion today, and is projected to reach \$15 billion by 1994, according to Howard Solganik, another Dayton, OH-based consultant.

A second retail segment providing hot competition for fast-food restaurants is convenience stores. This industry's foodservice sales totaled \$7 billion last year and could double to \$15 billion by the middle of the decade, predicts Tom Campbell, president of C-Store Concepts, Plano, TX, a consultant specializing in c-store foodservice. (For a full report on retail foodservice trends, see RB's Retail/Deli Market Segment Report in the February 10, 1991 issue.)

The growing reliance on outside sources to provide basic sustenance is shaping the off-premise market in ways other than simply spurring growth.

"Concern for health and nutrition plays a bigger role in the choice of take-out meals because they form part of people's everyday pattern of consumption," says Terry Woodard-Polster, a California-based consultant who has taught courses on take-out for the NRA. "It's different from the special occasion of going out to a fine restaurant, when people are more apt to set aside dietary concerns.

Another trend is price-consciousness. So although upscale take-out has drawn attention, future growth will probably stem more from fast-food and midscale operations, Good predicts.

Peter Hetherington, publisher of Meal Delivery Digest, a newsletter for delivery services, concurs. "Customers today are ordering most from medium-priced restaurants, whereas a few years ago price seemed no object."

Delivery is the area of greatest activity. Sparked by the success of Domino's pizza and a conviction that Americans are hungry for delivered products other than pizza, existing fast-food chains and new delivery/carry-out ventures are offering choices like chicken, Chinese food, fajitas, and steaks. A growing number of independent restaurants are also adding delivery.

Responding to harried consumers needs for ease and convenience, creative operators are carving out new niches. In the greater New York City area, services meet commuters at train stations in the evening with take-home meals cooked to order or picked up from restaurants.

In Boston, an independent chef stocks clients' refrigerators with a work week's worth of freshly prepared dinners. Judi Mortner, who operates Seasonal Suppers, originally prepared food for clients in their homes, but about two years ago decided to centralize production for her growing service. She charges \$55 for a single, \$110 for couples, and \$165 for a family of three, for four night's worth of health-oriented, freshly prepared dinners.

DELIVERY. Despite the frenzy of activity, delivery still makes up only the smallest portion of off-premise traffic. It accounted for 8% of the take-out pie in 1990, compared to 61% carryout and 31% drive-thru, according to CREST. After three years of fast growth, delivery traffic actually registered little increase last year. All the new delivery start-ups suggest, however, that this lull may be temporary.

Kentucky Fried Chicken recently launched delivery from about 100 locations, primarily company-owned stores in its home market of Louisville, KY, plus Miami and a few other cities. A small number of franchisees have added the service as well,

reports Richard Detwiler KFC director of public affairs. About 70% of KFC's business is takeout. It hopes to grow new business by expanding delivery.

Another chicken chain experimenting with delivery is El Pollo Loco, Irvine, CA. It launched a corporate pilot program in Scottsdale, AZ, early this summer, following a Las Vegas franchisee's successful foray. In the Las Vegas experiment, delivery initially cannibalized some carry-out and drive-thru sales, but also garnered incremental volume.

"Because the corporate venture is only one store out of seven in the market, we can't do broadcast advertising, only local marketing. But we've already seen some positive results," says Diane Hays-Hoag of El Pollo Loco's marketing department. "We hope eventually to expand delivery to the balance of our seven Phoenix area units."

The franchisee, Nevada Chicken Enterprises (NCE), began delivering from seven of its 19 units. Since adding the program to the rest of the units recently, it has launched some broadcast advertising. NCE has also built awareness with its delivery vans, which serve as "moving billboards."

NCE's vehicles are equipped with propane-fired warming ovens that can carry up to six orders at a time. At its corporate test site, El Pollo Loco simply uses insulated carriers.

**EAST-WEST.** Two fledgling chains run by Domino's Pizza veterans intend to apply Western marketing and franchising techniques to the delivery of Chinese food. Thomas Burnham, president of HLC America Inc., Ann Arbor MI, calls it "the last fast-food frontier."

Formerly executive vice president of Domino's Pizza International, Burnham and an investor group have obtained franchise rights for the U.S., Mexico, Israel, and the U.K. from Eric Johnson, the Toronto, Canada-based originator of the Ho-Lee-Chow concept. Johnson has already launched 24 locations in Canada with six more planned this year.

To the original concept, Burnham has added a computer system for the stores, which combines POS functions, marketing, accounting, and inventory control, and a centralized purchasing system. His team numbers over a dozen former Domino's executives and managers. HLC America opened its third company store in August. It expects to have 10 more U.S. locations by year's end, plus one each in the U.K. and Mexico City.

HLC's "Chinese-themed" menu of more than 75 items includes traditional Chinese dishes; however, it also contains nontraditional items formulated specifically for delivery. They include popular fast foods and novelties like Chinese-style chicken nuggets, "Forbidden City" marinated fried chicken, "Peking Pizza," beef and chicken kabobs, honey-garlic spareribs, and China Chips--an Oriental version of nachos.

Another group of ex-Domino's executives has begun building its own Chinese delivery chain based in Newport Beach, CA. Confucius is headed by Robert Cotman, who was Domino's senior vice president.

Like HLC, Cotman's group is the U.S. arm of a concept that originated in Canada. Stelway Food Services of Canada opened the first Confucius in Vancouver six years ago and now operates seven other units north of the border. Early last spring, the U.S. company opened its first unit in Tustin, CA.

**STAKING A CLAIM.** Another budding delivery franchisor that has already carved out a toehold is Steak-Out CharBroiled Delivery, based in Huntsville, AL. It operates 31 stores primarily in the Southeast.

Steak-Out's menu features ribeye steaks, New York strips, steak tips, and chopped steak, all served with salad, baked potato, roll, butter, and sour cream. It also offers a grilled chicken-breast alternative, cheeseburgers, steak and chicken sandwiches, chef salads, and desserts.

After opening two stores, the company began franchising in 1988. It plans to continue building in the Southeast through 1992 with a target of 80 stores. Lunch accounts for 40% to 50% of dollar sales, and an even larger percentage of orders, according to founder and president David Martin.

An independent operator in Nashville, TN, has opened a similar concept. Charcoal Charlie's offers a slightly more upscale menu including filet mignon, London broil, and more nonbeef entrees such as chicken teriyaki, King salmon, and smoked trout. Manager Marcel Lieskamp and several partners launched the operation last September.

Unlike Steak-Out, Charlie's also has a small eat-in area that is heavily utilized for lunch. Eat-in and take-out combine for about 30% of sales; the rest is delivery. Overall business splits about 50-50 between lunch and dinner. The delivery check at lunch runs \$20 to \$25, representing several people ordering together. Dinner tickets average \$14 and are mainly single orders.

**TEX-MEX TO GO.** A Bryan, TX-based chain is launching a delivery shop featuring Tex-Mex foods. Montgomery Foods Inc. operates four Tejas Cafe & Bar restaurants. It recently decided to supplement these full-service operations with a Tejas Cafe delivery/carry-out concept. The family behind Montgomery also owns Pizza Hut of the Brazos Valley, and was among the first franchisees to spearhead home delivery for Pizza Hut, notes vice president John Lampo. "So we already know a lot about the delivery business."

The full-service Tejas Cafes already offer delivery, accounting for up to 25% of business at one location and 10% to 15% at the others. "But delivery out of the back of the house is a management nightmare," says Lampo.

The first unit is a 1000-sq.-ft. in-line site in a high-traffic area. It will offer a limited selection of items from the full-service restaurants, picked in part for their ability to travel. They include fajitas, chimichangas, enchiladas, tacos, chicken-fried steak, fried chicken, chicken tenders, burgers, and salads. Also featured are party packs of chips and picante sauce, chili, and guacamole.

**THIRD-PARTY SERVICES.** Another major development to be reckoned with these days is the growth of third-party services that handle delivery for a number of restaurants. In exchange for the deliveries, services usually ask for a share of the meal price ranging from 20% to 35%, and collect a delivery charge from customers.

In the past 18 months, the number of such services has doubled to perhaps 350, says Hetherington of Meal Delivery Digest. At the same time, at least 25 have gone under or been bought out.

Hetherington opened his own service five years ago in Newport Beach, CA, and sold it to several employees last year to concentrate on consulting.

Some companies are adding other delivery services such as flowers or videos, or promoting catering. The successful services are computerized and many are selling advertising to offset the costs of their menu books. The average service delivers for about 10 to 15 restaurants, but a few with more sophisticated systems can handle as many as 40 to 60, says Hetherington.

Two services, Takeout Taxi Inc., Herndon, VA, and Door2Door Delivery Express, Clawson, MI, have begun franchising and both hope to become national presences.

Kevin Abt, founder and president of Takeout Taxi, launched his service in 1987 and in three years built it to five northern Virginia locations representing over 100 restaurants. He initially licensed his software to other services for a one-time fee but recently ditched his thrust to franchising.

Abt distinguished his service early on as concentrating on "midscale foods at moderate prices." Abt also put a heavy emphasis on using data gleaned from the computerized ordering system to drive direct-mail marketing.

He has recently expanded this approach to offer restaurants marketing programs for their on-premise business as well. "As a value-added service, we can build computer databases of restaurants' dine-in customers and tailor direct mailings to this segment of their business as well as delivery."

Door2Door's president Kirk Scott brings eight years of computer expertise plus restaurant management experience to the company he founded in 1988. Among the features distinguishing Door2Door's system, he notes, are its ability to handle high volumes and large delivery areas from one location.

His original operation delivers from over 75 restaurants in a 200-sq.-mi. area north and west of Detroit. It averages nearly 200 deliveries a day made up largely of multiple orders. Lunch transactions average \$30, representing about six orders. Dinner deliveries average \$28, typically feeding two to three persons.

The ability to handle this volume lies in the software Scott designed, which can coordinate orders from a large number of

terminals and manage drivers at multiple remote dispatching centers. The software uses a map system to pinpoint each customer and restaurant location and calculate delivery charges, which run \$2 within a local area plus 75c for each additional mile.

Another feature that distinguishes Door2Door is its menu guide, notes Tracy Naples Gassen, vice president of franchising. It contains editorial material, advertising, and complete menus for each restaurant. Door2Door will publish these menu guides for its franchisees. Door2Door has one franchise operating and two more slated to open by December.

Menu Express in Nashville, operated by Lee Pedigo, is fairly typical of the successful independent service. It delivers for nine restaurants in a roughly 4.5-mi. radius and tries to keep travel time down to no more than 15 minutes.

Menu Express averages \$25 per order and with a typical \$8 per-person ticket. "We do 35% to 40% of business at lunch and have started targeting that period more. It involves a lot of multiple orders, while evening business comes mainly from singles and couples." Pedigo uses a computer to take orders, then prints out hard copies that are faxed to restaurants. About 20% of callers want to combine deliveries. In this situation, Menu Express charges \$3 for the first restaurant and \$2 each for additional ones.

**DO IT YOURSELF.** Jeff Senior and partners decided to offer their own delivery service from their Italian restaurant Caffè Lampara in Boston, although they had formerly used a third-party service for their two Skipjack's Seafood Emporiums. They had no quarrels with the service provided, Senior says. They just prefer to have total control. "Some delivery services mark up menu items or charge customers a fee, and we don't feel that's right," Senior says.

Senior hopes delivery will make up 15% to 20% of the new restaurant's sales. Caffè Lampara just started its service in late summer and initially did more off-premise sales through carryout. However, Senior expects that to change with students returning to nearby Boston University.

The Levy Restaurants, Chicago, introduced its own Chef's Express delivery service last spring, featuring menus from seven of its Chicago restaurants. This fall, however it decided to limit the service to just two concepts, Randall's Rib House and Bistro 110, which have accounted for the largest share of deliveries.

Levy originally offered the service evenings only, but has extended it to lunch, and plans to pursue corporate business more aggressively, notes marketing coordinator Lynne Goldman.

Another approach to delivery is being touted by Larry Colligan, operator of Tucson's Hidden Valley Inn and a delivery service, Mr. C's Chicken & Ribs presented by the Inn. Colligan put together a fleet of 10 vans equipped with refrigerators and holding ovens to deliver complete meals with entrees like oven-roasted chicken, mesquite-roasted barbecued ribs, and mini meat loafs. He hopes to sign up well-known restaurants in a number of cities for the same kind of service.

**CORPORATE CATERING.** Like Levy, many delivery operations have found office service a more fertile market than they anticipated. This should not be surprising, as studies show Americans spend more hours on the job today than a decade ago. Opportunities include supplying food to individuals or groups working through lunch or staying late, as well as catering meetings.

Companies going after this market often tailor their service to suit businesses. Door2Door offers monthly billing to corporate clients. Steak-Out takes pains to make sure multi-order deliveries go smoothly by printing separate tickets as well as a master ticket for each order, and packing the extras that go with each entree in individual bags to ease distribution.

A lot of operators underestimate the complexities of serving corporate needs, says Amy Zintl, director of sales and marketing for Boston's Creative Gourmets Ltd. This foodservice management and catering company launched a separate service five years ago, called Foods to Go, to handle deliveries to offices.

Creative Gourmets distinguishes this business from its catering operation, which involves customized menus and a higher level of on-premise service.

"Our primary application is providing food for scheduled meetings of 10 to 15 people, although we deliver smaller orders for some customers," Zintl notes. Orders should be placed by 2 p.m. for next-day delivery. The company also offers same-day Express Service with three hours notice for a 25% surcharge.

Creative Gourmets is a division of Gardner Merchant, Trumbull, CT (formerly Trusthouse Forte Food Services), which has a lot of experience catering to business needs in a variety of settings. Another of its successful ventures is Pi's Place restaurant in Miami's Centrust Tower which operates a satellite venture, 2GO, in the same building to meet the take-out needs of its office population. The restaurant's kitchen doubles as commissary for the take-out store, allowing 2GO to serve several hundred people daily with a staff of three. 2GO also caters meetings in the office tower on one-day notice, while individuals can call in lunch orders for pick-up with a few minutes turnaround.

**FAST FOOD.** Despite all the activity in other segments, quick-service restaurants still account for the lion's share of off-premise sales. They contributed 91.9% of off-premise traffic in 1990, CREST reports. The combination of carry-out, drive-thru, and delivery made up 62% of all fast-food transactions. One interesting note is that carry-out grew faster than drive-thru in 1990 for the first time in four years. Whether this represents a change in customer preference, a slowdown in development, or a temporary blip in the numbers is hard to say.

Consultant Woodard-Polster notes that in Los Angeles and other metro areas, drive-thru permits have been restricted due to concerns over traffic and pollution. Few operators, however, appear to be backing away from the concept.

A Southern California chain, In-N-Out Burger Baldwin Park, says its goal to appeal to a broader range of customers led the company to add dining rooms to its original drive-thru-only format. About half of the company's 69 units now offer seating for 50 to 70 in addition to drive-thru. Newer sites feature up to 100 seats.

The chain claims the distinction of having introduced the first hamburger drive-thru to California when its original unit debuted back in 1948, in the era of drive-ins and carhops. Since son Rich Snyder took over management of the privately-owned chain from founders Harry and Esther Snyder in 1976, growth has sped up considerably.

In other parts of the country, drive-thru operators also remain unfazed. Bob Gontram, president of Zipps Drive-Thru, a chain of double drive-thrus based in St. Louis, MO, believes the format still has "tremendous development potential." Zipps grew 25% last year to a total of 49 units, 23 of them franchised.

While In-N-Out presented an alternative to carhop service back in 1948, Sonic Industries Inc., Oklahoma City OK, has stuck with the drive-in format it began with in 1951. However, it has recently been building units that combine drive-thru windows with drive-in stalls. There are no plans to abandon carhop service and the jury is still out on which version will become its primary expansion vehicle, chairman C. Stephen Lynn reports.

"My gut feeling is that in areas where we already have a concentration, new units will not have drive-up windows. But as we expand into markets where we have little or no penetration, combination units make sense." Takeout for Sonic means customers taking the food off-premises after ordering, versus staying and eating in the car. By this definition, close to 60% of business is off-premise, Lynn notes.

The 1,115-unit chain has boosted sales to \$514 million in fiscal '91 from \$455 million last year. Average store sales systemwide rose from \$446,000 to \$494,000. Operations are spread among 22 Sunbelt states, and 100 new units are projected for fiscal '92.

Traditional fast-food outlets account for the majority of drivethru sales, but some operators in other segments are also trying the format.

The Spaghetti Shop, Champaign, IL, began adding drive-thrus about a year ago after having built 25 units without them. "Drive-thru is now a full part of the program," says Jim Teaters, president. "All new units will include them and several franchisees are retrofitting their stores." About 65% of volume comes from take-out overall. In drive-thru-equipped units the windows account for more than half that volume.

The Spaghetti Shop offers individual lunches and dinners, but its most popular items are family-size buckets of pasta with sauce, available for take-out only. They account for 44% of total sales or two-thirds of take-out volume. At last count the chain had four company stores and more than 30 franchised units concentrated in the Midwest.

Another unusual application of drive-thru service is for Chinese food. Even full-service Chinese restaurants are often known for their speed, but owner Joseph long picks up the pace at his two Chinese Chef restaurants in Springfield, MO, with a fast-food format incorporating drivethru service.

Fong first included a drivethru lane when he built his second restaurant eight years ago. This fall he replaced his original unit with a reconstruction that also features a drive-thru. At his second, smaller unit, which has 55 inside seats, the window accounts for 40% of business. Carry-out contributes another 20%, and 40% is eat-in.

The operators of Houston's three Cafe Express restaurants, which were designed to fill the gap between upscale eateries and fast-food outlets, have not yet built a drive-thru-equipped unit but consider it a strong possibility as they expand, says Lonnie Schiller, president of Express Foods Inc.

Schiller notes that the concept has changed since he and wife Candice opened the first Cafe Express in 1984 with partner Robert Del Grande, the creative force behind Houston's upscale Cafe Annie. Located in an office building, Cafe Express was initially developed to offer lunches to office workers. "We soon realized that with a little tweaking the food and service lent themselves to evening business as well," Schiller notes. "We became more of a destination restaurant that just happened to be self-service." This change shifted business from an initial mix of nearly 80% lunch and 20% take-out to about a 50-50 split between lunch and dinner, with about 12% take-out. Checks average \$7.50.

Americans have generally become more sophisticated about food. Operators that have responded to this trend include a Boston-based franchise, New Boston Chicken Inc., and independent Rosti in Brentwood, CA.

Boston Chicken tags its food "Take Home Cooking" to stress the fact that everything on the menu is prepared from scratch in each store. This includes its signature marinated rotisserie chicken, fresh hot vegetables, cold salads, chicken soup, chicken pot pies, and baked goods.

"Our approach is 'good food fast'," says Charlie Cocotas, president, who was COO of Church's Fried Chicken before joining Boston Chicken two years ago. Since the target market is takehome, 33-unit Boston Chicken sells deli-style, including whole and half chickens, vegetables, and soups by the pint or quart, salads by the pound, and baked goods by the dozen, as well as offering individual servings. "We've added seating to new units because customers wanted it, but we plan to keep it minimal," he adds. About 70% of its volume is take-out.

Kathie and Michael Gordon initially envisioned Rosti, opened last spring, as "an Italian version of take-home chicken," notes Kathie Gordon, but the finished product ended up a bit wider in scope. She attributes this to the influence of partner and executive chef Agostino Sciandri.

The three still bill Rosti short for Rosticceria Toscana as "Tuscan Takk Home Cooking," and its biggest seller is a half chicken, pounded and griddled with rosemary and garlic, served with roasted potatoes for \$6.75.

About two-thirds of business is carry-out, while a 32-seat outdoor patio has generated more on-premise business than expected. Checks average \$10 compared to a \$20 lunch average and higher dinner tab at the more formal, strictly eat-in Trattoria Tbscana.

**FULL-SERVICE OPTION.** As all sorts of full-service restaurants continue to add take-out as an option, one thing many operators are learning is that they need to do considerably more promotion than simply stating its availability on the menu.

Tejas, a Southwest-themed Minneapolis restaurant that has offered take-out since it opened four years ago, began a refillable coffee mug promotion last spring to help draw attention to the service. Although it has a separate counter with display cases, catering director Melanie Peacock says, "You could eat here and still not know we have a take-out section." To remedy this, Tejas does frequent mailings and prints take-out and fax menus that include a box lunch program.

The menu features soups, salads, entrees like grilled steak quesadild steak or chicken fajitas, as well as sandwiches like grilled chicken salad with cilantro pesto and maplecured ham with Jack cheese. Currently 75% to 80% of take-out is at lunch, accounting for about 10% to 15% of total restaurant sales. The restaurant recently launched a new program to garner more evening take-out, offering dinner entrees packaged cold with instructions on how to heat them quickly at home. The restaurant also delivers orders over \$10 in downtown Minneapolis, and will station runners outside its mall location, so customers in cars can pick them up.

Despite the plethora of choices, customers are still hungering for more food-to-go options. Operators who can deliver convenience, good nutrition, variety, and value will find success in the take-out arena.

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				<a href="#">Oct 14, 2000</a> *	<a href="#">May 18, 2001</a>	<a href="#">Jul 27, 2002</a>	<a href="#">Apr 02, 2003</a>	<a href="#">Mar 30, 2004</a>	<a href="#">Mar 25, 2005</a>	
				<a href="#">Oct 17, 2000</a>	<a href="#">Jul 20, 2001</a>	<a href="#">Aug 02, 2002</a> *	<a href="#">Apr 19, 2003</a> *	<a href="#">May 18, 2004</a>		
						<a href="#">Aug 11, 2002</a>	<a href="#">May 22, 2003</a> *	<a href="#">May 20, 2004</a>		
						<a href="#">Sep 21, 2002</a>	<a href="#">May 24, 2003</a>	<a href="#">May 21, 2004</a>		
						<a href="#">Sep 24, 2002</a>	<a href="#">Jul 17, 2003</a>	<a href="#">Jun 12, 2004</a>		
						<a href="#">Sep 27, 2002</a>	<a href="#">Jul 24, 2003</a>	<a href="#">Sep 18, 2004</a>		
						<a href="#">Oct 03, 2002</a>	<a href="#">Aug 03, 2003</a>	<a href="#">Sep 20, 2004</a>		
						<a href="#">Nov 21, 2002</a> *	<a href="#">Aug 06, 2003</a>			
						<a href="#">Nov 22, 2002</a>	<a href="#">Sep 28, 2003</a>			
						<a href="#">Nov 23, 2002</a>	<a href="#">Oct 22, 2003</a>			
						<a href="#">Nov 29, 2002</a>	<a href="#">Oct 28, 2003</a>			
							<a href="#">Dec 14, 2003</a>			
							<a href="#">Dec 15, 2003</a>			
							<a href="#">Dec 18, 2003</a>			
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									<a href="#">Feb 06, 2005</a> *	
									<a href="#">Mar 18, 2005</a>	

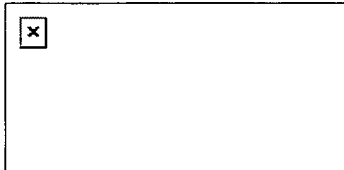
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0 pages	0 pages	0 pages	0 pages	0 pages	7 pages	13 pages	28 pages	11 pages	7 pages	0 pages
					<a href="#">Feb 01, 2001</a> *	<a href="#">May 23, 2002</a> *	<a href="#">Feb 06, 2003</a> *	<a href="#">Mar 27, 2004</a> *	<a href="#">Jan 27, 2005</a>	
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						<a href="#">Sep 29, 2002</a> *	<a href="#">Jun 12, 2003</a>	<a href="#">Sep 25, 2004</a>		
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							<a href="#">Dec 27, 2003</a>			
							<a href="#">Dec 29, 2003</a>			



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								Oct 25, 2004 *	Feb 05, 2005	

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